# SCHEDULE OF SERVICES AND FEES

**Schedule of Services:**

Manage Emergency Water bookings and the operational requirements of Emergency Water delivery.

## Specific duties

* Prepare a monthly reconciliation of water sales using meter readings and the information downloaded from the automated booking system.
* Follow up unpaid invoices.
* Oversee and manage the booking process, water delivery and invoicing.
* Be available for customer queries by phone, text or email from 8am to 8pm, 7 days per week.
* Advise the Water Manager of any breaches or breaks in the Emergency Water line;
* Manage and resolve issues with water purchasers.
* Report any water purchase or delivery issues to the SIRA Executive.
* Supply tax invoices on a monthly basis.
* Water Monitor’s tax invoices may be raised once the month has concluded, and the reconciliation of water usage and water invoiced has been completed.
* Advise the Water Manager of any time off required at least one month in advance and arrange a suitable replacement for that period.
* Applicants should be well set up with computer and internet at home. They should have good computer skills and have experience working with spreadsheets.
* Applicants should have a willingness to learn the intricacies of the emergency water system so that they will be able to troubleshoot problems in order to assist customers with their booking.
* Monitors are required to follow the Emergency Water Guidelines and Procedures for Monitors.
* Monitors must have an ABN and are paid on invoice once per month. Monitors may be registered for GST but it is not a requirement.

## Schedule of Fees:

* 15% of gross water sales;
* Manual Booking Fees of $10 per booking;
* Automated booking fee of $2 per booking.

## Payment Schedule:

* Monthly tax invoice payable on 30-day terms to nominated account.

## Review of Services and Fees:

* The Schedule of Services and Fee will be reviewed after 12 months from the signing of this contract.