



# PUBLIC UTILITIES COMMISSION

Lot 106 New Garden Street, Queenstown, Georgetown  
*Regulating utilities for efficient services  
and protecting consumers' interests.*

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## VACANCY

### Complaints' Officers

#### Job Description

Job Title: Complaints Officer  
Division: Complaints' Division  
Location: PUC HQ –Georgetown  
Position: Contracted /Full time  
Reports: Complaints' Manager

#### Job Purpose

To support the work of the Commission and to lend support to ensure that there is an efficient and smooth functioning of the Division.

#### Principal Responsibilities

- Ensure that complaint's records are filed and stored for easy access and/or retrieval and all pending issues are pursued to resolution.
- To ensure that all complaints are 'brought up' in the stipulated time frame and actioned as necessary.
- Monitor responses/investigations conducted by utility companies regarding complaints received by the Commission.
- Meet with consumers to determine interest and obligation needs concerning utility services.
- Assist in the preparation of monthly and annual reports on the work of the section.
- Assisting in the organizing and participating in consumer awareness programmes, school's education programmes, outreach programmes and other public relations activities of the PUC.
- Ensure that all tasks assigned to by the manager are executed in a timely and professional manner.

- Participate in all programmes organized by the PUC as may be required from time to time.
- Provide assistance and information, to consumers relating to the various services and the work of the Commission.

### **Core Competencies**

- Results Oriented - Be aware of the functions and objectives of the Commission and to assist in ensuring that its mandate is achieved in activities within the Complaints Division and to make suggestions where there are perceived discrepancies.
- Team Building Relationships -Able to develop effective relationships with all staff, and be recognised as providing a supporting role and building professional relationships with utilities.
- Superior Communication -Excellent written and oral communication skills.
- Planning and Organising -Good at determining a course of action by breaking it down into smaller steps and by planning and resourcing each of these, making allowance for potential problems.
- Understanding PUC – a good ability to understand and be aware of how the PUC functions vis-à-vis the utilities and stakeholders.
- Problem Solving and Decision Making -Able to solve problems in a measured and creative way.
- Innovative- be able to be innovative, use initiative and make sound and decisive decisions in implementing work and work schedules.

### **Qualifications**

- Minimum of a University Diploma/Degree in Social Sciences.
- Working knowledge of a foreign language.
- Knowledge of Microsoft Office Suite, including Access.

### **Experience**

- Experience in customer services and/or public relations will be an asset.

Applications are to be sent electronically to [info@pucguyana.com](mailto:info@pucguyana.com) or [dbritton@pucguyana.com](mailto:dbritton@pucguyana.com)

Kindly submit your application together with résumé and references to:

The Chairperson  
Public Utilities Commission  
106 New Garden Street  
Queenstown  
Georgetown  
P.O. Box 1081

Further details may be found at [www.puc.org.gy](http://www.puc.org.gy)

**Deadline: August 2, 2019**

*Only shortlisted applicants will be acknowledged.*