



Terms of Reference

Job Title: Complaints Officer
Position: Contracted / Full-Time
Location: PUC HQ – Georgetown
Report to: Complaints Manager/Secretary

The Public Utilities Commission (PUC) hereafter referred to as the Commission is a statutory body with responsibility for the electricity, water and sewerage and the telecommunications sectors. The Commission was established under the Public Utilities Commission Act No. 26 of 1990 and now operates under the Public Utilities Commission Act No. 19 of 2016.

The PUC has the specific mandate for quality of service, tariff setting, the approval of development and expansion programmes, facilitating access and interconnection and in general performs regulatory, investigatory, enforcement and advisory functions in Guyana.

At present the Commission exercises statutory oversight over the Guyana Power and Light Inc. (GPL), Guyana Water Inc. (GWI), One Communications Inc. (formerly GTT Inc.), U-Mobile (Cellular) Inc. (Digicel), E-Networks Inc. (ENet), Green Gibraltar and Quark Telecommunications Inc.

The Commission hereby seeks individuals to support its Complaints Division.

General Responsibilities

The successful candidate will be required to:

- Process complaints received from consumers of the regulated service providers.
- Monitor responses/investigations conducted by the service providers regarding complaints received by the Commission.
- Liaise with consumers to provide the relevant assistance and information on the utility services.
- Participating in public relation activities.

Qualifications and Experience

- Five (5) subjects CSEC including English and Mathematics
- University Diploma and relevant experience in customer service/public relations would be an asset.
- Outstanding verbal and written communication skills.
- Competence in using Microsoft Office Suite.

Applications

Applications in English language with full curriculum vitae details, including nationality, work experience, educational qualifications, summary of professional skills and/or expertise, language proficiency, coordinates and other relevant information, should be submitted via email to the:

The Secretary, Public Utilities Commission at secretary@puc.org.gy and copied to secretariat@puc.org.gy with the subject line: Application for Vacancy – Complaints Officer.

Applications can also be submitted via postal service addressed to:

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

Deadline: January 17, 2025

Only shortlisted applicants will be acknowledged.