

ELECTRIC POWER CORPORATION



HR-RSA 403(ii) ver.02

INSTRUCTIONS

The application pack contains the **application form**, **job description** and **selection criteria**.

Applicants must:

1. Complete the application form;
2. Address as part of the application form how they have met the position essential selection criteria through work or life experience;
3. A complete curriculum vitae of not more than 3 pages
4. Attach all supporting documents as part of the application; and
5. Submit the application and all supporting documents before the closing date and time.

The Application and all supporting documents must be clearly marked “**Application: Customer Service Officer – QAD TATTE Sogi**” and addressed to:

The General Manager
Electric Power Corporation
Main Office,
5th Floor, TATTE Building, Sogi

Applications are to be delivered to the HRM Section of the Corporate Governance Division, EPC Main Office or via email to matamuf@epc.ws, tinais@epc.ws before or on **Friday 19th December, 2025 @ 4pm**.

Incomplete and/or late applications will not be considered.

Further Information: Please contact the HRM Section of Corporate Governance Division on phone 65 554 or 65 552.



Applicant Statistics Form

This form is specifically for the use of gathering statistics. The Human Resource Coordinators will be responsible for ensuring the information is kept for the sole purpose of monitoring and evaluation and will not be used as part of your application.

Position Details – please provide the details of the vacancy you are applying for:

Ministry/Office	<input type="text" value="EPC"/>
Position Title	<input type="text" value="Customer Service Licensing / Enquiries Officer"/>
Position Code	<input type="text" value="QA-P3-AD"/>

Demographics – please tick the appropriate box:

Gender	<input type="checkbox"/> Female	<input type="checkbox"/> Male
Nationality	<input type="checkbox"/> Other	<input type="checkbox"/> Other (please specify) <input type="text"/>

Current Employment Status – please tick the appropriate box that describes your current employment status

<input type="checkbox"/> Internal (Same Ministry)	<input type="checkbox"/> Other Public Service/Government Ministries/Office	<input type="checkbox"/> Employed in SOE/Public Bodies	<input type="checkbox"/> Employed in Private Sector	
<input type="checkbox"/> NGOs	<input type="checkbox"/> Not Employed	<input type="checkbox"/> Self Employed	<input type="checkbox"/> Studying	<input type="checkbox"/> Overseas

Finding out about the vacancy – please tick the appropriate box to show how you found out about this vacancy?

<input type="checkbox"/> PSC Website	
<input type="checkbox"/> Ministry Website (please specify)	<input type="text"/>
<input type="checkbox"/> Local Paper (please specify)	<input type="text"/>
<input type="checkbox"/> PSC/Ministry Noticeboard (please specify)	<input type="text"/>
<input type="checkbox"/> Word of mouth/Friends/Family Member	
<input type="checkbox"/> Other (please specify)	<input type="text"/>

☐ Please tick this box to allow us to contact you in the future for feedback/suggestions about our Recruitment and Selection process.

Confirmation of Receipt

Please complete the section below. Our Ministry/Office has received your Application Form we will stamped with the date your application is received and sent back to you as confirmation of receipt. Applications sent by email will be acknowledged by email

Position Title:	<input type="text" value="Customer Service Licensing / Enquiries Officer"/>	Position Code:	<input type="text" value="QA-P3-AD"/>
Name:	<input type="text"/>	Date Received	<input type="text"/>
		Email/Postal Address	<input type="text"/>

ELECTRIC POWER CORPORATION



JOB DESCRIPTION

Position Title: Customer Service Licensing/Enquiries Officer		Position Code: QA-P3-ADS
Position Grade: A5/L5	Salary Grade: \$18,162 - \$21,329	
Location: Level 1 – TATTE Building Sogi		
Reports to: Supervisor CS/Licensing Enquiries/CE-QAD		
Review by: CG-HRM/CE-QA&D		Date: December 2025

VISION

To be a sustainable, affordable & resilient electricity provider

MISSION

Provision of quality electricity through efficient customer services, innovation, sustainable and climate resilient infrastructure in partnership with stakeholders

EPC plays a vital role in the development of Samoa and ensures that the Government's number one priority for infrastructure in the energy sector is realised through:

- Increased generation of electricity from renewable sources
- Increased efficiency of power generation and distribution and
- More efficient use of electricity by consumers

Amidst many challenges, EPC continually strives to improve its overall performance to fulfil its core functions and strategic results to all its stakeholders in Samoa.

VALUES

Passion for excellent customer service

Respect for all stakeholders (customers, staff, government, community, donors and the environment)

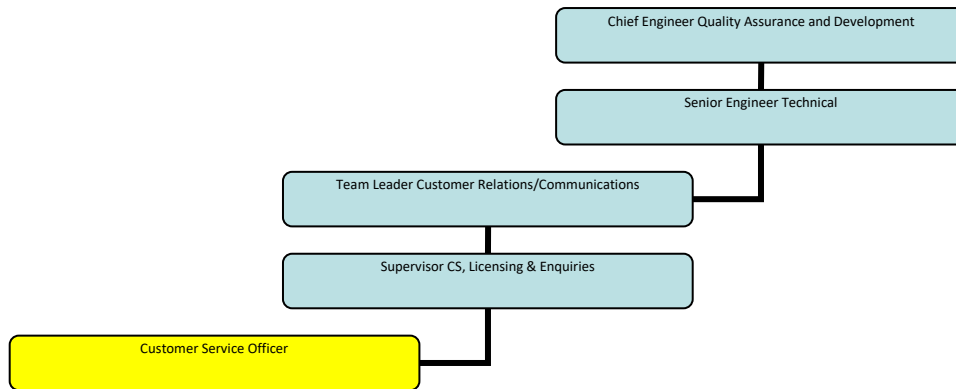
Integrity Absolute and honesty in everything we do

Innovation Always looking for better and cheaper ways of doing things

Delivery Do everything with enthusiasm and determination. Meet the highest standards in everything we do

Empowerment Encourage all staff to take responsibility for what they do and encourage them to make decisions that are in the best interest of EPC

DIVISIONAL STRUCTURE QUALITY ASSURANCE/DEVELOPMENT



SUMMARY OF THIS POSITION

The Customer Service Officer position works in a high performance, customer focussed team environment that is responsible for a number of customer oriented tasks in the Quality Assurance and Development Division. The officer is responsible for assistance and ease of coordination of customer services. The responsibilities include responding to:

- Customer request and inquiries
- Assist in resolving customer complaints
- Process work orders, open and close
- Maintaining customer accounts

DESIRED OUTPUTS / 'MAJOR CHALLENGES'.

DETAILED DESCRIPTION OF DUTIES

Major Responsibilities	Activities	Performance Indicators
1. Coordination and management of service orders	1.1 Create and administer SO's for electricity services requiring permits, a) New connection(s) b) Street-lights (new) c) Meter shift d) Temporary connection 1.2 Update and track all service and work orders created for projects	Compliance to service standards set out in Customer Service Charter
2. Filing and Records Management	2.1 Update filing and record all paid works' SO's electronically and manually,	Updated files/records Easily retrievable files/records when and as required for reports
3. Customer Relationship management	3.1 Attend to customer enquiries and refer to appropriate relevant personnel	Satisfied customers Minimal disruption to

	3.2 Attend to customer enquiries specifically electricity connection services and provide solutions a) Costs b) Service standards/ procedures c) Fault servicing 3.3 Liaise with field-staff on customer enquiries and provide solutions to pending queries via counter, telephone, email and online queries 3.4 Record, update and disseminate progress of SO's when and as required	customer services
4. Other duties	4.1 Assist Team Leader Customer Relations/Communications duties while away on leave or is absent 4.2 Assist in taking photos for work in the field required for monthly newsletter 4.3 Any other duties as required by TL CRC	

SCOPE:

	\$ Direct	\$ Indirect
Staff		
Budget Allocation		

KEY RELATIONSHIPS

INTERNAL	EXTERNAL
EPC Board/Management & Staff	Stakeholders and community.

Skills and Abilities

- i. Demonstrate excellent customer service and relationship skills
- ii. Demonstrate good computer operational skills with working knowledge of Microsoft Office Software programs
- iii. Demonstrate proven ability to work in a Team Environment and networking skills
- iv. Ability to exercise tact and diplomacy when dealing with members of the public and other EPC staff
- v. Ability to communicate both in English and Samoan
- vi. Ability to write reports in proper format for Management's perusal.
- vii. Excellent computer skills and highly literate in Microsoft Office.

Personal Attributes

- i. Possesses adaptable and good interpersonal skills
- ii. Has good time management
- iii. Excellent written and verbal communication skills

Experience and Past Work Performance

At least Two (2) years of progressive working experience in a customer service oriented environment,

Qualifications

A Diploma Business/Computer and/or Commerce. A higher qualification will be an advantage.



Job Application Form

Form 2

Form must be completed by Applicant whether Public Servant or Non Public Servant

Section 1: Position Details

Ministry EPC	Section QUALITY ASSURANCE DEVELOPMENT DIVISION	Location SOGI
Position Code QA-P3-AD	Title Customer Service Licensing / Enquiries Officer	Supervisor Position Code CE-QAD
	Salary Grade A5/L5	Salary Rate \$18,162 - \$21,329

Section 2: Personal Details

First Name:	Last Name:	Other Names:
Gender:	Date of Birth:	NPF No:
Marital Status:	Physical Address (1):	Physical Address (2):
Post Code:	Phone No (1):	Phone No (2):
e-Mail:	Facimile:	

Section 3: Education Details

Most recent qualification	Major Area of Study	Institution Attended	Date Started	Year Graduated

Section 4: Training History

Courses Relevant to Selection Criteria ONLY	Institution/Country	Dates

Section 5: Employment History

Current / Most recent Position

Employer's Name	Date	Duration
Position Title	Number of Staff reporting to you	
Main Responsibilities		

Next previous position

Employer's Name	Date	Duration
Position Title	Number of Staff reporting to you	
Main Responsibilities		

Next previous position

Employer's Name	Date	Duration
Position Title	Number of Staff reporting to you	
Main Responsibilities		

Next previous position

Employer's Name	Date	Duration
Position Title	Number of Staff reporting to you	
Main Responsibilities		

Section 6: Selection Criteria

Based on an analysis of the duties of this position as determined by the Manager responsible, set out below are the criteria that will be used in assessing the suitability of each Applicant for the position. Please address each selection criteria on a separate sheet and attach to this form.

It is the Applicant's responsibility to:

1. indicate aspects of their work experience which indicate their ability to satisfy each criterion;
2. complete this information in a true and accurate way (failure to do so will disqualify the Applicant); and
3. supply supporting documentation should they be called for short-listed interviews.

Note: If you feel the need to supply additional arguments to support your fulfilment of the selection criteria listed below then please attach that information to this application form.

MERIT FACTORS (Job Competencies)

1. Skills and Abilities (refer to JD for full details)

- i. Demonstrate excellent customer service and relationship skills
- ii. Demonstrate good computer operational skills with working knowledge of Microsoft Office Software programs
- iii. Demonstrate proven ability to work in a Team Environment and networking skills
- iv. Ability to exercise tact and diplomacy when dealing with members of the public and other EPC staff
- v. Ability to communicate both in English and Samoan
- vi. Ability to write reports in proper format for Management's perusal.
- vii. Excellent computer skills and highly literate in Microsoft Office.

2. Personal Attributes (refer to JD for full details)

- i. Possesses adaptable and good interpersonal skills
- ii. Has good time management
- iii. Excellent written and verbal communication skills

3. Experience and Past Work Performance (refer to JD for full details)

At least Two (2) years of progressive working experience in a customer service oriented environment,

4. Qualifications (refer to JD for full details)

A Diploma Business/Computer and/or Commerce. A higher qualification will be an advantage.

Section 7: Computer Literacy

Indicate competency level for each Application

Competency Level code: 1= no knowledge; 2= basic knowledge; 3= good working knowledge; 4= strong/advanced capabilities

Main Applications		Other Systems	
Word processing (Word)		Database Management (Access)	
Spreadsheets (Excel)		Other (specify)	
Presentation PowerPoint		Other (specify)	
E-mail		Other (specify)	

Section 8: Knowledge of Languages

For languages other than your mother tongue, enter appropriate number from code below to indicate level of your language skills	Indicate your mother tongue by ticking a box below		Speak	Read	Write
CODE 1. Limited conversation, reading of newspapers, routine correspondence 2. Engage freely in discussions, read write more difficult materi 3. Speak, read and write (nearly) as well as mother tongue.	Samoan				
	English				
	Other (specify)				

Section 9: Discipline Records Check

Do you have a discipline record; any criminal convictions; or any current legal proceedings against you? (Please TICK the appropriate box)

No

Yes

IF Yes, Please provide details on a separate piece of paper in a sealed envelope and attach it to this form. This information will be kept confidential and only be seen by the Assessment Committee.

Section 10: Declaration of Referees

Please note that you need to declare addresses and contact numbers of three referees.

Referee Name	Designation	Address/Contact Numbers
1.		
2.		
3.		

Section 11: Declaration of Close Relations

Do you have a close relation (family ties) to an individual(s) currently employed anywhere in the Ministry to which you are applying? (Please TICK the appropriate box)

No**Yes**

If YES, please provide name(s) of your relation(s) and state nature of relationship

Section 12: Community Status

Outside the work environment, do you hold any positions (including matai titles) associated with community services, and if so, please list:

Section 13: Certification And Authorisation

I hereby certify that the information given in my application is true and correct. I also acknowledge that if I am appointed on the basis of any false information that I provide my appointment will be revoked. I also authorise the Department to undertake any necessary checks to confirm the information provided by me.

Signature	Date
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ELECTRIC POWER CORPORATION



HR-RSA 403(i) Ver.02

RESPONSE TO SELECTION CRITERIA FOR THE POSITION OF

[Customer Service Licensing/Enquiries Officer – QAD]

(to be completed by the Applicant and attach to the application form/letter)

Selection Criteria		State how you meet each selection criterion
Skills and Abilities	Demonstrate excellent customer service and relationship skills	
	Demonstrate good computer operational skills with working knowledge of Microsoft Office Software programs	
	Demonstrate proven ability to work in a Team Environment and networking skills	
	Ability to exercise tact and diplomacy when dealing with members of the public and other EPC staff	
	Ability to communicate both in English and Samoan	
	Ability to write reports in proper format for Management's perusal.	
	Excellent computer skills and highly literate in Microsoft Office.	
2. Personal Attributes	i. Possesses adaptable and good interpersonal skills	

	ii. Has good time management	
	iii. Excellent written and verbal communication skills	
3. Experience and Past Work Performance	At least Two (2) years of progressive working experience in a customer service oriented environment,	
4. Qualifications	A Diploma Business/Computer and/or Commerce. A higher qualification will be an advantage.	

Declaration and Authorization

I hereby declare that the information I have provided in this application is correct and complete.

I acknowledge that I will be required to undergo a character check process involving EPC making integrity and background checks and inquiries about myself from current and previous employers, police, courts, educational institutions, community members and other similar agencies as deem necessary.

I hereby consent and authorize the EPC to make such enquiries and checks including the release and disclosure of all information about myself by any person or body to the EPC, for the purpose of confirming the information provided in my application and in determining my merit for appointment to the above mentioned position.

Signed:

Print Full Name:

Date:...../...../.....