



## CAREER OPPORTUNITY



***Water Authority - Cayman***

Invites applications for the post of

### **Customer Relations Supervisor**

The postholder will be responsible for managing all matters relating to the Authority's customers including all types of service applications, complaints, and queries as well as supervision of the Customer Service Representatives and Receptionist.

#### JOB REQUIREMENTS:

- A Bachelor's Degree in Business and at least 2 years experience (at mid-management level) in customer service relations in a mid-sized company with regular customer base of approx. 1000
- Experience supervising at least 3-7 persons in a customer service work setting
- Excellent interpersonal communication skills and the ability to relate with customers at all levels with professionalism and courtesy
- Strong business writing skills and proficiency in the use of personal computers and various business applications, e.g. Microsoft Office Suite
- Experience with Cogsdale Utility Billing Software or other similar customer management software

The Water Authority offers competitive salaries, an international medical insurance plan, Brit-Cay Pensions and generous vacation benefits. The starting salary range is CI\$54,490 - \$68,110 per annum.

Please send applications, including cover letter and resume to:

Chief HR Manager

P.O. Box 1104, Grand Cayman KY1-1102, Cayman Islands

Fax: (345) 949-0094 Email: HR@waterauthority.ky

Application Deadline: **3 April 2017**

*"Suppliers of the World's Most Popular Drink"*