



## Position description

<b>Position title</b>	Assets & Warranty Officer
<b>Group / Branch</b>	Digital Utility / Digital Field Services
<b>Reports to (Title)</b>	Metering & Asset Management Lead, Digital Field Services (DFS)
<b>Competency level</b>	Individual Contributor

## Job Purpose

The Assets & Warranty Officer is responsible for the on-going ordering, inventory, and warranty management of all devices and components for all IOT device and meter related programs across South East Water. This role is critical to ensure device availability and stock levels are maintained to support the seamless deployment of devices (both analogue and digital) across the organization.

This role has a significant impact to the revenue of the business by ensuring all devices and components are forecasted and ordered accurately and in accordance with service levels and budgetary requirements. It is essential that the warranty process is managed efficiently, and meter records are updated and recorded according to the requirements set out in relevant contracts.

The role will also contribute to the day-to-day activities of the Metering & Asset Management Team.

## Key Accountabilities

This role will support the Digital Field Services Group and will be accountable for:

- Material forecasting and Inventory for all metering programs including digital and analogue meters, metering components and accessories, and sim cards.
- Reconciliation of delivery documentation to manifest files and rectify discrepancies.



- Communication with Meter Manufacturers in relation to forecasting, ordering, purchase order creation, reconciliation and payment- any escalations are issued to the contract manager as appropriate.
- End to End Warranty Process management, ensuring system requirements, dashboards, claim data and documentation, Warranty Manifest files are managed and updated as necessary.
- Maintain detailed working knowledge of metering systems and processes.
- Analogue/Digital meter manifest creation and uploads/exceptions
- Ensuring digital devices are removed and decommissioned from systems.
- Be the primary point of escalation to assist Metering Officers and stakeholders with any stock control, inventory or warranty enquiries and respond in a timely manner.
- Reconciliation of meter stock levels to appropriate budget codes monthly and escalate for approval as needed.
- Ability to step into Metering Officer activities as workflows dictate and juggle priorities appropriately.

## Knowledge, Skills & Experience

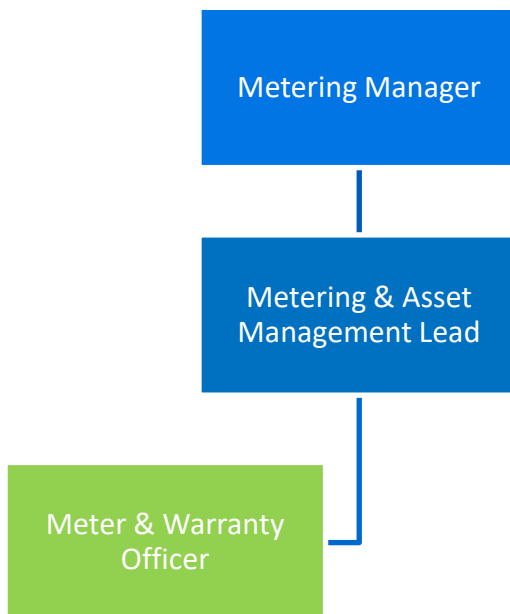
- Advanced MS Office Skills and high capability in utilizing computer-based databases for data entry and analysis.
- Be able to demonstrate excellent organisational and time management skills.
- Understanding of Inventory Management Processes and Warranty Claim procedures.
- Ability to implement uplifted processes and procedures as required.
- Ability to accurately report on activities as required.
- Excellent stakeholder management skills - written and verbal communication for letter writing, telephone enquiries, building relationships with suppliers.
- A sound knowledge of standards, procedures and legislation applicable to the metering processes and good problem-solving skills.
- Demonstrated experience and understanding of the operation and metering of major residential and small commercial water systems.



- Demonstrated analytical, judgement and resolution skills and have an investigative aptitude to follow a problem from its inception to solution.
- Maximo

## Dimensions

### Organisational Chart



### Number of people managed:

N/A

### Size of budget managed:

N/A

### Value of Assets managed:

N/A

### Ensuring a sustainable, resilient organisation:

Authorities outlined in [Instrument of Delegations](#) none