

# Information sheet

## Thames Water staff role



### Customer Service Agent

The aim of this role is to do the very best for the customers who contact Thames Water through a variety of channels about bills, meters and service-related enquiries. Taking ownership of their issues and resolving them or escalating them so that the customer never has to call back is key and doing it in a way that surprises and delights them is important.

### Field Maintenance Technician

Thames Water's Maintenance Technicians play a vital role in the running of operational sites, by testing, maintaining and problem solving to ensure that services are delivered to time, cost and quality standards.

They are responsible for accurately reporting faults, highlighting and reporting hazards, near misses and incidents and achieving the highest equipment efficiencies through routine maintenance, breakdown repair and improvement work.



### Water Quality Technician

Every year, Thames Water carry out over 500,000 tests on samples of water that are routinely collected from its treatment sites, reservoirs and randomly selected customer properties to ensure the drinking water is of the highest quality.

Water Quality Technicians visit operational sites, along with dealing with customers directly in their homes and taking water samples to ensure the quality of drinking water is always to the best standards possible.



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### Meter Readers

Thames Water meter readers are responsible for reading and recording customer's water meters. This information is then used to formulate the customer's bill. Meter readers provide advice to customers when needed and assist with administration and the compilation of statistics and records.

### Receptionist Staff

Receptionist staff are responsible for meeting and greeting visitors to the head office – these include interdepartmental staff and business customers. The role involves presenting a welcoming impression to guests on the telephone and in person and signing guests and deliveries in and out of the building. There are also various admin duties involved with the role.



### Education Team Member

Thames Water runs dedicated on-site education centres at some of its wastewater works. Staff there are responsible for managing school visits to the site, meeting and greeting school groups when they arrive and answering any questions teachers or students may have. Team members also run Curriculum-linked sessions in the well-equipped classrooms, educating visitors on the subject of water and sewerage.

