

requires

SERVICE REPRESENTATIVE for our Drive-thru operation

The successful candidate will be a high energy, pro-active person who is fit and able to lift and carry full bottles of water weighing up to 45 lbs. each. The ability to carry two bottles at a time is essential. The post holder will be required to provide the highest level of customer service for bottled water sales, greet customers in a friendly manner and enter sales in a handheld device. Must be punctual, be a team player and be able to multitask and be flexible to assist either in the bottling plant with the manufacture of bottled water or with deliveries of bottled water. Must be able to work outdoors. A high level of numeracy is required together with computer literacy.

Duties & responsibilities will include but not be limited to:

- Meet and greet customers and serve them at our drive-thru with the purchase of 3 & 5 gallon bottles of water and/or bottled water accessories or redirect as required
- Remove customers empty water bottles from their vehicles, inspect each bottle, verify the purchase and ring up the sale accurately using a hand-held computer
- Balance daily sales/cash, proofing computer printouts and settlements of credit and debit card transactions on a daily basis
- Maintain an accurate daily record of quantities of bottles of Pure Water received from the manufacturing plant and reconcile physical inventory of bottles on an ongoing basis
- Ensure that the Drive-thru area is maintained in a neat, tidy and clean condition at all times
- To assist anywhere there is a need in the Bottled Water /Retail Division if required

Required Skills, Experience & Attributes:

- Previous experience working in sales and/or in a service-oriented industry
- Excellent verbal and written communication skills
- An appreciation and provision of quality customer service
- High level of numeracy – must be able to add, subtract and do basic arithmetical calculations accurately without the assistance of a computer, (a test may be administered)
- Must be able to meet the physical requirements to safely and effectively perform the required duties
- Must be prepared to work with some exposure to water, noise, heavy lifting/moving, standing for lengthy periods and working in an outdoor undercover area
- Must be a team player
- Must be reliable, punctual and a good timekeeper
- Prepared to work flex days Monday – Friday between 8am-5pm and Saturdays from 9am-1pm or extended hours on occasion

PART-TIME PAYROLL/HUMAN RESOURCES ASSISTANT

This is a fast-paced role which requires an innovative person to provide high levels of accuracy and attention to detail and to contribute in a positive, collaborative and professional team environment.

DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:

- Support the Human Resources Manager with all Payroll and HR related functions
- Strong concentration in performing the payroll functions including setting up payroll, payroll benefits accounting, month-end processes, quarterly payroll tax returns and administrative functions
- Maintain accurate records for all employee benefits including Public Holiday, Vacation and Sick entitlements
- Prepare monthly bank reconciliation for payroll account
- Provide ledger account reconciliation to the CFO as required
- Keep up to date with Bermuda legislation affecting payroll issues e.g. changes in Payroll Tax rates, increase in Social Insurance deductions
- Provide support to the HR Manager to develop and implement HR policies and procedures consistent with organizational requirements, current legislation and practice
- Maintain and update HR files, spreadsheets, manual files and software systems
- Assist with recruitment process, including advertising, liaising with candidates, assessment administration and facilitation of the employee on-boarding process
- Assist with the completion of HR related surveys
- Respond to employee queries pertaining to benefits, including pension, medical insurance, vacation allowances and others as outlined in the employee Handbook
- Assist with the completion and updating of SOP Manuals, employee Handbook etc. as well as keeping employees informed of any company policy changes
- Any other ad hoc projects and/or duties as required by Management
- Be willing to cover in the absence of the Human Resources/Payroll Manager

REQUIRED SKILLS/EXPERIENCE/ATTRIBUTES:

- Associate degree preferably HR related and/or Accounting
- Minimum of 3-5 years' experience in a similar position
- Strong technical and interpersonal skills, with a thorough knowledge of Bermuda Employment Laws, HR policies and legal processes
- Excellent written and verbal communication skills, including coaching/mentoring, relationship building with the ability to interact with a variety of stakeholders at all levels
- Operate effectively under pressure managing multiple tasks/projects
- High degree of computer literacy including Word, Excel, Outlook
- Must be a guardian of confidentiality and demonstrate integrity and professionalism
- A strong work ethic, commitment to meeting deadlines and the ability to work a flexible schedule between 16-32 hours per week

Bermuda Waterworks Limited is an Equal Opportunity Employer and is a drug and alcohol-free environment. The Company requires all successful applicants to pass a pre-employment drug and alcohol screening prior to an offer of employment.

All applications will be dealt with in strictest confidence and are to be submitted **in writing** together with a detailed resume and two recent **written** employment references to:

Human Resources Manager
Bermuda Waterworks Limited
P.O. Box DV 560
Devonshire DV BX
or e-mail: **hr@bwl.bm**

Closing date: September 3, 2021

NOTE: only shortlisted applicants will be contacted.

No Agencies please.