



## **VACANCY**

### **Resource Assistant**

The Resource Assistant, under the direction of the Resource Planner assists with the scheduling and coordination of the residential and commercial projects requiring engineering or distribution planning support. The incumbent works cooperatively with customers and External Relations personnel to ensure efficient, high-quality results.

#### ***Job Duties:***

- Performs tasks associated with front-end customer projects; establishing them in the job tracking tool, contacting customers in order to scope the projects, distributing information packets, scheduling appointments.
- Prepares correspondence for customer requests related to customer queries requests or complaints etc.
- Processes contractor invoices for maintenance and emergency jobs.
- Processes renewable applications and send out correspondence related to the applications.
- Reviews reports generated by CC&B and Maximo.
- Follows-up on incomplete work orders received from Distribution section.
- Assists Supervisors/Planners/Engineers in gathering, checking and relaying information necessary for Transmission and Distribution construction.
- Performs follow up work with customers including but not limited to providing estimates and quotations, contracts, general job tracking, contract adjustments, allocation calculations, and refund calculations.
- Reviews work orders daily and assigns ownership of them to Technical and Resource Planners.
- Maintains files related to construction jobs, including status of job requirements such as approvals, easements, pole permits, completion dates, and joint construction.
- Processes pole permits, joint pole requests, and rental application requests.
- Maintains files related to third party construction requests and relays information to Planners/Operational Department.
- Closes out all construction jobs, updating Geographic Information System (GIS), Maximo and Customer Care Billing (CC&B) appropriately.
- Interacts with other utilities to remove communicating cables.
- Responds to customer queries, i.e. status of jobs, new installations etc.
- Updates work orders executed by Technical Planners.

#### ***Qualifications and Experience:***

- Normally requires the completion of a secondary school education, evidenced by passes in at least five (5) subjects at CXC General Proficiency, Grade 2 or higher, including English Language, Mathematics and/or a science subject are desirable.
- Completion of the relevant Customer Service training would be an asset.
- One (1) to two (2) years practical on the job experience is usually required for acceptable proficiency.

#### **Remuneration**

In return, we are offering an attractive compensation package, including Group Life Insurance, Medical Coverage and Group Pension.

#### **Applications**

Suitably qualified candidates should submit their applications via e-mail to [blpc.careers@blpc.com.bb](mailto:blpc.careers@blpc.com.bb) or via post addressed to:

The Manager, Human Resources  
The Barbados Light & Power Company Limited  
P. O. Box 142  
Garrison Hill  
ST. MICHAEL

**Re: Resource Assistant**

The deadline for submission is **Friday, January 9, 2026**. Please note that only suitable applications will be acknowledged. Information on the Company can be obtained from the website [www.blpc.com.bb](http://www.blpc.com.bb).