

## **I. COMMERCIAL MANAGER**

The commercial Manager will report to the Managing Director and will be responsible for the overall growth in billing and revenue for the company, establishment and maintenance of sound customer relations and sound financial management.

### **Roles and responsibilities**

- Develop long-term business strategies and operating plans for the department which are in line with the longer-term goals and priorities of the company
- Prepare, submit and ensure timely approvals of departmental policies, procedures, actions plan and budgets in line with overall company strategic and business plans
- Ensuring timely, complete and accurate meter reading and billing for services
- Oversee exhaustive collection of billed amounts and progressive reduction of receivables by enhancing data analysis and field supervision
- Ensure growth in billing and revenue for the company by enforcing measures aimed at improving efficiency in operations and growth of business
- Prepare, submit and ensure timely approval of the company's annual budget
- Ensure alignment of revenue mobilization with budgetary needs to enable full financing of the budget
- Ensure accurate preparation of company financial statements in accordance with the prevailing accounting standards and ensure timely submission of the same to the Office of the Auditor General
- Carry out efficient performance management program in accordance with the guidelines provided by the Board of Directors through the Managing Director
- Develop and implement innovative systems for effective customer relations management
- Carrying out customer identification and satisfaction surveys and proposing improvements based on feedback received
- Develop comprehensive information systems, including an up-to-date customer database, to enable customer by customer approach to operations
- Prepare and submit monthly, quarterly and annual reports for the department for the Managing Director and the Board of Directors

### **Requirements qualification, experience and other competencies**

- Bachelor's degree in Finance, Accounting, Marketing, Economics, Strategic Management or any other Business or finance related field from a recognized institution
- CPA (K), ACCA or any other relevant professional qualification.
- Member of a professional body in good standing.
- At least 5 years' experience with a minimum of 3 years in a managerial or assisting manager position. Experience in a WSP would be an added advantage.
- Experience in commercial operations (Billing, Revenue mobilization ETC) will be an added advantage
- A knack for data analysis and manipulation for improvement of operational efficiency and general decision making
- A knack for field operations and supervision
- Excellent communication skills.
- Proficiency in ICT.

- Excellent planning and organizational skills.
- Strong leadership and problem-solving skills.
- Must satisfy and the requirements of chapter six of the constitution of Kenya 2010 on Leadership and integrity through provision of; -
  - Current certificate of good conduct from Directorate of Criminal Investigation Department
  - Current Tax compliance certificate from Kenya Revenue Authority
  - A clean and current report or clearance certificate from an approved credit reference Bureau (CRB)
  - Clearance from the Ethics and Anti-Corruption Commission (EACC)
  - Clearance Certificate from Higher Education Loans Board (HELB)

## **II. TECHNICAL MANAGER**

The Technical Manager will report to the Managing Director and his general responsibility will be to ensure efficient operation of existing water infrastructure and ensuring growth in water coverage.

### **Roles and responsibilities**

- Develop short, medium and long-term departmental strategies that would contribute to the achievement of the overall company's strategic and business plan
- Prepare, submit and ensure timely approvals of departmental policies, procedures, actions plan and budgets in line with overall company strategic and business plans
- Ensuring compliance with established global and national standards for planning, design, construction, and operation and maintenance of water and sanitation and facilities.
- Ensuring achievement of the key performance indicators in line with the water sector benchmarks on water coverage, sewerage coverage, water quality, metering ratio, non-revenue water, operation and maintenance costs among other.
- Carry out efficient performance management program for departmental staff in accordance with the guidelines provided by the Board of Directors through the Managing Director
- Responsible for water conservation and demand management for the water utility.
- Ensuring that all materials, parts, chemicals are used in operations and meets required safety and quality standards not to compromise on staff, customer or public health and safety.
- Responsible for ensuring all technical operations and projects are carried out in accordance with approved budgets.
- Identify training needs for the departmental staff.
- Mentor and coach departmental staff.
- Develop department budget and work plan.
- Identify and Prepare procurement needs of the department.
- Responsible for physical assets assigned to the department.
- Any other duties as may be assigned by the Managing Director from time to time.

### **Requirements qualification, experience and other competencies**

- Bachelor's degree in Civil Engineering, water engineering or related field from a recognized institution.
- Registered Engineer (PE or GE) with the Engineers Board of Kenya and member in good standing.

- At least 5 years' experience with a minimum of 3 years in a managerial or supervisory position. Experience in a busy WSP will be an added advantage.
- A knack for data analysis and manipulation for improvement of operational efficiency and general decision making
- A knack for field operations and supervision
- Excellent communication skills.
- Proficiency in ICT.
- Excellent planning and organizational skills.
- Strong leadership and problem-solving skills.
- Must satisfy the requirements of chapter six of the constitution of Kenya 2010 on Leadership and integrity through provision of; -
  - Current certificate of good conduct from Directorate of Criminal Investigation Department
  - Current Tax compliance certificate from Kenya Revenue Authority
  - A clean and current report or clearance certificate from an approved credit reference Bureau (CRB)
  - Clearance from the Ethics and Anti-Corruption Commission (EACC)
  - Clearance Certificate from Higher Education Loans Board (HELB)

### **III. ICT OFFICER**

#### **Roles and responsibility**

- i. Development of ICT Policy, ICT strategy plan and Disaster recovery plan for approval by the Board of Directors
- ii. Responsible for information technology related services and functions to support operations
- iii. Providing first line ICT support to system users and escalation of issues to service providers for timely resolutions as appropriate.
- iv. Establishment and maintenance of company-wide information security management program to ensure that information assets are adequately protected
- v. Directs business continuity and disaster recovery strategies of the organization's information systems assets;
- vi. Advise management on the adoption and use of new & emerging technologies and innovations for operations facilitation, internal processes enhancement and customer satisfaction.
- vii. Translating customer and operations needs into ICT tools and solutions for enhanced customer experience and service delivery.
- viii. Ensure compliance to security policies, standards, regulations, manage and monitor IT related risks

#### **Requirements qualification, experience and other competencies**

- i. University Degree in Information Technology or related field from a recognized institution
- ii. At least two (2) years relevant experience in a reputable organization. Experience in a WSP will be an added advantage.
- iii. Professional qualifications with a recognized professional body or association.

- iv. Demonstrate skills in effective communication, problem solving, analytical and strong interpersonal skills.

#### **IV. PUBLIC RELATIONS OFFICER**

Reporting to the Managing Director, the Public Relations officer will be responsible for developing a good corporate image through customer engagement and ensuring efficient customer service.

##### **Roles and responsibilities**

- Develop Public relations strategies, policies and procedures for approval by the Board of Directors
- Ensuring effective use of the customer relations module of the Enterprise resource planning system to record and track resolution of customer complaints.
- Carrying out efficient performance management program for customer care officers in accordance with the guidelines provided by the Board of Directors through the Managing Director
- Fostering good rapport between the company and the customers
- Plan, organize and coordinate water clinics, public barazas and other corporate events
- Manage implementation of corporate social responsibility programs
- Efficiently produce and effectively disseminate approved publicity materials (Brochures, videos, social media ETC)
- Developing good relationship with stakeholders including customers and the media
- Developing PR campaigns and organize events
- Carry out customer satisfaction surveys to identify areas of gap in customer service

##### **Requirements qualification, experience and other competencies**

1. A diploma in public relations, journalism or any other related course related to customer service
2. Excellent public speaking skills
3. Excellent interpersonal skills
4. Proficiency in ICT
5. Self-driven and result oriented

#### **V. SCHEME MANAGERS**

Reporting to: Technical Manager

Job purpose: responsible for overseeing efficient distribution of water and mobilization of revenue in their assigned area. They are also responsible for growth in customer base, billing and revenue output in the assigned areas.

## **Roles and responsibility**

- Develop workplan for achievement of performance targets as established by the Department
- Supervise personnel subordinate to them in the execution of their mandate
- Oversee growth in water coverage and billing in assigned scheme
- Oversee efficient distribution of water in an equitable and fair manner within assigned scheme
- Oversee exhaustive revenue mobilization within assigned scheme
- Ensure effective performance management program in the assigned scheme
- Establish and maintain good rapport with the community within the assigned scheme
- Recommend to management areas of improvement in water distribution and increase billing in the assigned scheme
- Any other duties assigned from time to time

## **Requirements, qualification, experience and other competencies**

1. A diploma in Water Engineering, Project Management, any business course from a recognized institution
2. Training in management would be an added advantage
3. At least 2 years' experience in water operations in a middle-sized rural water company
4. A strong results orientation and self-drive
5. Excellent data analysis skills
6. Excellent supervisory and management skills