

MATHIRA WATER AND SANITATION COMPANY LTD



JOB VACANCY – CUSTOMER RELATIONS OFFICER

Mathira Water and Sanitation Company (MAWASCO) is a licensed Water Service Provider wholly owned by the County Government of Nyeri and mandated to provide water and sanitation services in Mathira East and Mathira West Sub-counties. To strengthen our team of staff and leadership, we are seeking to recruit a suitably qualified Kenyan to fill the vacant post of Customer Relations Officer. We invite applications from highly qualified, proactive and self driven individual who meet the following requirements.

Reporting to the Commercial Manager, the Customer Relations Officer is responsible for the customer relations section. The person will ensure that all customer service processes are carried out in a timely and accurate manner in order to foster warm relationship with customers.

Key Duties and Responsibilities

- a) Formulations of effective customer service strategies;**
 - i. Put in place a system that ensures prompt response to customer queries and correspondences
 - ii. Develop jointly with Commercial Manager strategies and operating plans that reflect the long-term corporate goals and priorities of MAWASCO.
- b) Formulation of complaints handling mechanism;**
 - i. Keep track of the complaints in order to establish problem areas and take appropriate measures
 - ii. Devise ways to encourage staff to provide good customer service
- c) Quality customer service;**
 - i. Ensure the fostering of good working relationships with customers by providing good service in a timely manner
 - ii. Ensure in conjunction with the revenue section, reconnections of water are done promptly upon payment of water bills
- d) Interlink and promotion of public image;**
 - i. Create a communication system that transcends between the company and customers to evolve a conducive working atmosphere
 - ii. Organize events in orders to sensitize the public on the services provided by the company
 - iii. Build good publicity through participation in community initiatives and features articles in the media
- e) Staff development;**
 - i. Champion good customer service at customer care desk and by all staff.
 - ii. Identify training needs of customer service staff.

Minimum Qualifications;

- i) Bachelor's Degree in Public Relations or in any other business-related field.
- ii) At least four (4) years relevant working experience with minimum of two (2) years in public relations position preferably within the water sector
- iii) Must have excellent negotiation, administrative and public relations skills
- iv) Must have ability to pay attention to details
- v) Must demonstrate good leadership and strong interpersonal skills
- vi) Must be self driven individual who is diligent, honest, disciplined and responsible with ability to work under minimal supervision.

Shortlisted candidates shall be required to demonstrate compliance with conditions of Chapter Six of the Constitution of Kenya on leadership and integrity by providing certified copies of the following documents;

- i. Certificate of good conduct from Criminal Investigation Department (CID)
- ii. Clearance certificate from accredited Credit Reference Bureau (CRB)
- iii. Clearance certificate from Higher Education Loans Board (HELB)
- iv. Tax compliance Certificate from Kenya Revenue Authority (KRA)
- v. Clearance Certificate from Ethics and anti-Corruption Commission (EACC)

Interested candidates should forward their applications with updated C.Vs and certified copies of education and professional qualifications indicating day time telephone contacts, three(3) professional referees, and state current and expected salary. Applications should reach the undersigned **not later than 4th November 2022, 4.00 pm (only shortlisted candidates will be contacted)**

**The Managing Director
Mathira water and Sanitation Company Ltd
P O Box 1981 – 10101
KARATINA**

Advertisement placed on 21st October 2022