

MATHIRA WATER AND SANITATION COMPANY



INTERNAL ADVERT

Mathira Water and Sanitation Company is a Water Service Provider wholly owned by the County Government of Nyeri to provide water and sanitation services in Mathira East and Mathira West Districts. To strengthen our team of staff we invite applications from suitably qualified and experienced professionals with excellent credentials to fill the following position.

ASSISTANT CUSTOMER RELATIONS OFFICER III (1Post)

Job Type: 1 Year renewable contract

Job Purpose

Ensures all customer complaints are properly received, recorded and escalated to the concerned officers

Operational Responsibilities

- i. Interact with clients on the phone, internet, and face-to-face in a professional manner
- ii. Log all contacts of customers in the database system accurately
- iii. Maintain accurate and up to date client files
- iv. Generate quotes and timelines for clients as requested
- v. Suggest additional products and services of use to clients
- vi. Pursue client leads and recommendations aimed at expanding customer base
- vii. Generate monthly and quarterly reports.
- viii. Proactively seek solutions to problems, notifying management when concerns arise
- ix. Making sure that the customer's experience is a positive one.
- x. Contributes to development of the company policies and plans
- xi. Work towards adherence to the customer service charter
- i. To guide and facilitate on boarding of new customers

Academic qualifications and experience

- i. Diploma in public relations, communication, social sciences or equivalent qualification from a recognized institution.
- ii. At least one (1) year relevant experience in a reputable organization

*Interested candidates should forward their applications with updated C.Vs. and copies of education and professional qualifications, indicating day time telephone contacts, three professional referees, and expected salary. Applications should reach the undersigned not later than **20th September 2024***

**The Managing Director
Mathira Water and Sanitation Company Ltd
P O Box 1981 - 10101
KARATINA**

Only shortlisted applicants shall be contacted and canvassing will result into automatic disqualification.