



NATIONAL WATER AND SEWERAGE CORPORATION

EXTERNAL JOB ADVERT

16TH MARCH 2016

RE: EXTERNAL JOB ADVERT

National Water and Sewerage Corporation (NWSC) a leading organisation in the Water sector in Uganda with a Vision “**To be leading water Utility in the world**” seeks to recruit suitably qualified candidates to fill the vacant positions mentioned below:

JOB TITLE: COMMERCIAL OFFICER REVENUE (07 POSITIONS)

REPORTS TO: GENERAL/AREA MANAGER

MAIN PURPOSE OF THE JOB:

To effectively and efficiently administer and manage the customer care, revenue collection and debt management function at the Area level.

KEY RESULT AREA

Ensure that strategies and measures are developed and put in place to improve commercial performance in the Area in particular reduce the level of suppressed accounts, increase annual revenues, maximize revenue collection and increase the customer base

Carry out effective supervision and monitoring of Area commercial activities and ensuring the programs like territorial management are fully monitored and scheduled.

Monitoring of big consumers arrears and ensure timely reconnections and disconnections for all the customers.

Supervision and ensuring that customer data/demands and needs are fully captured and filed to meet the set standards and that the measures for customer service to customers are effective to ensure creation of Raving fans.

Ensure good customer care and timely resolution of customer complaints.

Updating staff on daily collection status, supervise weekend revenue activities

Develop and continuously review strategies and develop measures for debt management and reduction of past dues.

Carry out comprehensive monthly analysis of commercial performance and propose effective intervention measures aimed at improving commercial performance of the Area

Continuously review the commercial division's procedures, processes and documentation to ensure it meets the standards for ISO certification

Be involved in the development and guide implementation of marketing programs that enhance the NWSC image and ensure quarterly meetings with the relevant stakeholders and local water committees are held.

Ensure timely delivery of bills, coordinate & monitor Government bills ensure they are timely delivered and fully certified and delivered to HQ by 7th of every month.

Carry out customer care, and debt management training for all staff who interface with customers

PERSON SPECIFICATIONS

REQUIRED ACADEMIC QUALIFICATIONS AND EXPERIENCE.

- A minimum of Bachelor's Degree in Business Administration, Commerce, and Economics, Law or other related field.
- Three (3) years working experience in revenue collection and debt management, Logistics Management and Administration is must.

PERSONAL ATTRIBUTES

- Excellent communications and coaching skills.
- Strong attention to detail and highly organized.
- High level of integrity.
- Ability to work for long hours with minimum supervision.
- Self-drive and resilience.

Age below 45 years

JOB TITLE: SECURITY OFFICERS (14 POSITIONS)

REPORTS TO: AREA MANAGER

MAIN PURPOSE OF THE JOB

Provide security to all corporation assets in the Area and ensure excellent performance of security guards.

KEY RESULT AREAS

1. Ensuring Security of Corporation assets.
2. Control entrance and exist of persons and vehicles at the Corporation installation
3. Keep records of parking, entrance and exist of motor vehicles.
4. Ensure that Corporation items are not taken outside the Corporation premises without proper documentation.
5. Work a long side the hired security guards as and when necessary.
6. Patrolling of Corporation Installations.
7. Preserve law and order at the place of work.
8. Provide Daily and Weekly security briefs to Management.
9. Perform any other duties as and when assigned.

PERSON SPECIFICATION

REQUIRED ACADEMIC QUALIFICATIONS AND EXPERIENCE.

Diploma in Business Studies, Accounting, Diploma in Education, Diploma in Records and Information Management and Diploma in Administrative Management.

Applicants with superior education qualifications than those required will not be accepted.

1. Age : 35 to 50 years
2. Ugandan by Nationality
3. No Criminal records what so ever.
4. Ability to read, write and speak English.
5. Must be physically fit.

PERSONAL ATTRIBUTES

- Must be able to work for long hours with minimum supervision
- Must be able to respond to any emergency duty at short notice.
- Result oriented, team working and flexible
- Must be honest, dependable and highly reliable.

Applications (hard copies) with detailed curriculum vitae, copies of academic transcripts and certificates, names of three referees, and applicant's daytime contact should be hand delivered to:

Senior Manager-Human Resources
National Water and Sewerage Corporation
Plot 39 Jinja Road
P.O Box 7053
Kampala.

Closing date Friday 30th March 2016, at 5.00 p.m.