



NATIONAL WATER AND SEWERAGE CORPORATION

EXTERNAL JOB ADVERT

08TH AUGUST, 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 a leading Customer Centered Water Utility in the World**” seeks to recruit suitably qualified candidates to fill the vacant positions mentioned below:

JOB TITLE: COMMERCIAL OFFICER REVENUE (09 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 consumer's 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, Logistics Management or other related field.
- One (1) year general experience.

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 35 years

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 19th August 2016, at 5.00 p.m.