



NATIONAL WATER AND SEWERAGE CORPORATION

EXTERNAL ADVERT

03rd September 2014

HR 01/2014

RE: EXTERNAL JOB ADVERT

We wish to advise that vacancies exist in following Directorates at NWSC – Head Office. All members who meet the qualifications and experience detailed herein are encouraged to apply.

SENIOR COMMERCIAL OFFICER – PERFORMANCE ANALYSIS AND CONTROL– 1 POSITION

REPORTS TO: Manager Billing and Data Management

MAIN PURPOSE:

To Carry out effective data management and Analysis for commercial operations and support all Areas in development of effective action plans for data management and Analysis. The Job will also ensure operationalization of Commercial policies and procedures in all Areas.

KEY RESPONSIBILITIES / KEY RESULT AREAS

- 1) Carry out daily, monthly and quarterly analysis of billing, revenue collection, arrears and customer connection trends for all Areas to guide effective decision making
- 2) Carry out weekly and monthly billing and revenue growth forecasts for effective decision making and highlight areas of envisaged performance decline
- 3) Monitor implementation and operationalization of action plans geared toward improving commercial performance
- 4) Analyze billing exceptions data to establish the status of the exceptions and their impact on billing performance for the Area whose billing may have declined for the month.
- 5) Establish the Areas' quality of data related to meter readings, new connections and adjustments on a monthly basis in Areas and advise on areas that require improvements
- 6) Carry out checkers on Monthly basis in order to establish the performance status of customer data cleanup and the performance standards in relation to adherence to Commercial policies and procedures

- 7) Produce and Circulation of reports for daily performance monitoring and revenue follow-up
- 8) Production and communication of Monthly and Quarterly Commercial Performance Reports to the relevant stakeholders as may be guided by the immediate supervisor or the head of commercial directorate
- 9) Carryout analysis of commercial data in conformity with the requirements of commercial directorate and management.
- 10) Monitor compliance to commercial procedures and regularly Review and support Areas to take action on weakness and faults established by the Audit directorate as may be recommended either by the Directorate or as specified in various commercial audit reports from time to time.
- 11) Review on a monthly basis transaction logs and audit trail for the billing system and avail them to the Manager, Procedure control and Data management
- 12) Review of the billing system administration logs and analyses the potential security incidents and breaches for the billing system on a quarterly basis
- 13) Enforce commercial policies and procedures in all Areas
- 14) Any other duties that may be assigned from time to time

THE PERSON

In order to be considered for this position, the applicant must have worked in an Officer position for atleast two years and should possess the following:

EXPERIENCE, KNOWLEDGE & EDUCATION/TRAINING

1) Qualifications

- Must have a Bachelors' Degree in either Statistic, Quantitative Economics, Computer Science, Accounting or related discipline.
- A masters in a related field above will be added advantage.

Other Professional Qualifications

- Proficiency in using reporting tools, statistical and Data Analysis Packages such as; Crystal reports, MS Reporting services, ACL, Epifo, SPSS etc
- Good understanding of Billing systems such as HiAffinity/Custima and other billing system running on either MSSQL or Progress.
- Expert Practical knowledge in usage of; Word, Excel and PowerPoint.

2) Experience

- A minimum of 2 years' of post qualification experience in vibrant Data Analysis enterprise of 2 years at a senior level
- Minimum of 2 years' experience in practical analysis of data and usage of reporting tools such as Crystal reports, Reporting services, and other modern reporting tools.
- **Age Limit: Above 30 years of age.**

3) Two Years working with large parastatal or busy commercial entity is a must.

SKILLS / COMPETENCIES

- 1) Must have Strong analysis and problem solving skills.
- 2) Good communication and coaching skills
- 3) Team-building and conflict resolution skills
- 4) Strong analytical and problem solving skills.
- 5) Strong attention to detail and highly organized.
- 6) High level of integrity.

COMMERCIAL OFFICER – CUSTOMER SERVICES AND MARKETING – 1 POSITION

REPORTS TO: Principal Commercial Officer - Revenue and Government Accounts

MAIN PURPOSE:

To support develop and implement policies and strategies for improved Customer delight, complaint reduction, improved Corporate image and marketing of NWSC services

KEY RESPONSIBILITIES / KEY RESULT AREAS

- 1) Monitor Customer Complaints Resolutions daily against the set targets to ensure improved customer.
- 2) Monitor the effective update of the call centre in all Areas and produce performance reports to management and make recommendations for improved performance
- 3) Carry out daily analysis of customer complaints received and acted upon
- 4) Ensure the Quality of the Customer service standards are maintained at all Areas of Operation and timely resolution of customer complaints
- 5) Develop and monitor implementation of stakeholder engagement programs and activities for improved Corporate Image and increased Customer Satisfaction Index.
- 6) Ensure dissemination, awareness and enforcement of the customer charter at all Areas
- 7) Ensure effective continuous update of the NWSC website with commercial information for customers
- 8) Develop creative and innovative marketing Campaigns aimed at promoting improved sales, collections and customer satisfaction within the corporation
- 9) Ensuring up to date Customer Care Policy Manual and implementation in all Areas of operations
- 10) Coordinate Community and public/stake holder engagement activities to discuss NWSC services in areas.
- 11) Ensure good customer care and timely resolution of customer complaints.

- 12) Conduct quarterly customer satisfaction surveys to determine customer satisfaction for NWSC Services.
- 13) Develop marketing materials, information brochures about the corporation's activities, services and tariffs.
- 14) Any other duties assigned from time to time

THE PERSON

In order to be considered for this position, the applicant must have worked in an officer position for atleast one year and should possess the following:

EXPERIENCE, KNOWLEDGE & EDUCATION/TRAINING

1) Qualifications

- Must have a Degree Business Administration or Arts, or any other related discipline
- A masters will be added advantage

Other Professional Qualifications

- Proficiency in Word, Excel and PowerPoint,

2) Experience

- A minimum of One (1) year of post qualification experience in vibrant Customer Service Organization with over 300,000 verifiable customers.
- **Age Limit: Above 30 years of age.**

3) **One Years working with large or commercial entity involved in customer service, revenue and debt collection/management.**

SKILLS / COMPETENCIES

- 1) Demonstrated ability to establish and maintain effective business relationships and partnerships with key stakeholders.
- 2) Strong interpersonal skills-ability to deal with all kinds of people
- 3) Strong communication, facilitation and presentation skills- possession of exemplary verbal communication skills and ability to address groups of people, small or large.
- 4) Strong analytical and problem solving skills.
- 5) Thorough understanding of marketing practices, processes, standards and their impact on Commercial activities is vital.
- 6) Excellent team-building skills , problem-solving, and conflict resolution skills
- 7) Have Enthusiasm, positive energy and sense of humor

Applicants must attach the following requirements;-

- An Application letter with a detailed Curriculum vitae (CV) attached with academic transcripts /certificates.
- Three referees

All persons who believe they can clearly demonstrate their abilities to meet the criteria given above are encouraged to send their applications to christine.amucu@nwsc.co.ug or eunice.alanyo@nwsc.co.ug; for hard copies please post to the attention of the **Senior Manager Human Resource**, National Water & Sewerage Corporation, Plot 39 Jinja Rd, P.O Box 7053, Kampala.

To be considered, your application must be received by close of business on **Thursday 11th September 2014 at 5.00 p.m.**

Eunice Alanyo

MANAGER HUMAN RESOURCE