

## EXCITING CAREER OPPORTUNITIES IN THE WATER SECTOR

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<b>POSITION</b>	<b>GENERAL MANAGER - COMMERCIAL SERVICES</b>
<b>NO. OF POSTS</b>	<b>1</b>
<b>JOB GRADE</b>	<b>2</b>
<b>REPORTING TO</b>	<b>MANAGING DIRECTOR</b>
<b>TERMS OF EMPLOYMENT</b>	<b>CONTRACT</b>

### **Purpose of the Job**

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The General Manager Commercial Services is responsible for providing effective leadership and managerial support to the commercial division, overseeing formulation and execution of effective commercial strategies that guarantee quality service delivery, optimal revenue generation and overall growth and development of the business of the company.

### **Key Duties and Responsibilities**

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- Implement commercial goals & strategies as guided by the company's corporate plan, mission and vision.
- Safeguard sound corporate governance by identifying risks and implementing controls to mitigate those risks.
- Spearhead formulation, implementation, enforcement and review of sound commercial systems, policies and procedures.
- Develop systems for effective and efficient revenue generation and collection.
- Establish and implement effective debt management systems, policies and procedures.
- Ensure provision of high quality customer services in accordance with regulatory provisions other governing conditions of service.
- Proactively develop and implement business proposals and solutions for continuous growth and development of the customer base and revenues.
- Liaise with the Engineering division to ensure complete and accurate metering and billing of all consumers.
- Facilitate creation and maintenance of complete, accurate and updated customer database with customer contracts.
- Performance Management and review of staff within the commercial division through performance contracts, appraisals and reviews.
- Liaise with the Human Resource division to enforce employee discipline, safeguard wellness and safety of the staff within the division.
- Formulate and implement standard customer engagement strategies and work plans that protect the company's public reputation and guarantee quality service delivery.
- Provide wholesome leadership to employees in the commercial division to foster a cohesive, motivated and engaged workforce.

## Education, Professional Qualifications and Work Experience

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- Must have a Bachelor's Degree in Commerce, Business Management/ Administration or related disciplines from a recognized university.
- Must be a member of a relevant professional body; in good standing.
- Must have at least (8) years of experience in utility or service industry, three (3) of which should have been in a **senior** management position.
- Proficiency in ICT with strong MS office and internet use.
- Experience with Enterprise Resource Planning is an added advantage.
- A Master's degree is an added advantage.

## Skills and Competencies

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- A person of integrity.
- Excellent interpersonal, communication and negotiation skills.
- Experience managing multi-disciplinary teams on a target-based work environment.
- Excellent business development skills, preferably acquired in the Water Sector or in a busy and dynamic organization.
- Ability to lead and motivate multi-skilled teams in a dynamic work environment.
- A self-starter with outstanding flexibility and fast adaptability.
- A team player and change driver with ability to uphold collective responsibility.
- Knowledge of water Vendor operations and management, preferably acquired in water utility setups/organizations.

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<b>POSITION</b>	<b>GENERAL MANAGER - ENGINEERING AND STRATEGY</b>
<b>NO. OF POSTS</b>	<b>1</b>
<b>JOB GRADE</b>	<b>2</b>
<b>REPORTING TO</b>	<b>MANAGING DIRECTOR</b>
<b>TERMS OF EMPLOYMENT</b>	<b>CONTRACT</b>

## Purpose of the Job

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The General Manager Engineering and Strategy is responsible for providing effective leadership and managerial support to the technical division, overseeing formulation and execution of effective water and wastewater strategies that guarantee development of up-to-standard fresh water production, distribution and sustenance. He/she oversees water quality, efficient and equitable distribution and effective maintenance of the networks thereof.

## **Key Duties and Responsibilities**

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- Implement technical goals & strategies as guided by the company's corporate plan, mission and vision.
- Safeguard sound corporate governance by identifying risks and implementing proper controls to mitigate those risks.
- Spearhead formulation, implementation, enforcement and review of sound water and wastewater systems, policies and procedures.
- Proactively develop and implement technical proposals and solutions for continuous growth and development of the water and wastewater network and delivery mechanisms.
- Oversee planning and co-ordination of development of quality infrastructure, maintenance of engineering instalments (capacity works) and related issues.
- Safeguard against Non-Revenue Water (NRW) through prompt pipeline repairs/maintenance, complete and accurate metering of all consumers.
- Ensure that water and wastewater services infrastructure is operated and maintained to the required technical and regulatory standards.
- Provide technical expertise and advise in the acquisition of contractors and consultants for major water and wastewater works.
- Provide overall supervision of staff, contractors and consultants for all major works.
- Guarantee quality and safety of water supplied to consumers.
- Offer professional advice to management on the acquisition of capital assets and related issues.
- Facilitate timely initiation and completion of technical audits and implementation of corrective actions as may be necessary.
- Oversee preparation of departmental reports and budgets to facilitate decision-making.
- Performance Management and review of staff within the technical division through performance contracts, appraisals and reviews.
- Liaise with the Human Resource division to enforce employee discipline, safeguard wellness and safety of the staff within the division.
- Provide wholesome leadership to employees in the Engineering division to foster a cohesive, motivated and engaged workforce.

## **Education, Professional Qualifications and Work Experience**

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- Must have a Bachelor's Degree in Civil or Mechanical Engineering or related disciplines from a recognized University.
- Must be a member of a relevant professional body; in good standing.
- Must have at least (8) years of experience in utility or service industry, three (3) of which should have been in a senior management position.
- Proficiency in ICT with strong MS office and internet use.
- Experience working with international donor agencies is an added advantage.
- Experience with Enterprise Resource Planning is an added advantage.
- Certified training in Operational Health and Safety (OHS) Specific to Water Sector is an added advantage.
- A Master's degree is an added advantage.

## Required Skills and Competencies

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- A person of integrity.
- High level understanding of all technical dimensions of Technical Services (Water related Engineering Functions of fresh harvesting, waste water treatment, distribution and disposal).
- Understands technological development in Technical Services and is able to leverage emerging technology including ICT, Engineering and other emerging innovations to improve operational efficiency, cost management and customer satisfaction.
- Understands all laws, regulations and standards affecting water harvesting treatment and distribution and able to put in place sound compliance framework.
- Sound knowledge of standards for water quality, sanitation etc.
- Ability to set up water Vendors point and enterprises.
- Water cad, Arch cad, and AutoCAD knowledge.
- Good ICT skills of current trends and developments in water technology.
- Sound Project and financial management skills.
- Excellent communication, interpersonal and Conflict resolution skills.
- Ability to lead and motivate multi-skilled teams in a dynamic work environment.
- A self-starter with outstanding flexibility and fast adaptability.
- A team player and change driver with ability to uphold collective responsibility.

## Employment Terms

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The appointments will be for a 5(five) year contract term, renewable and subject to satisfactory performance as evidenced by continuous achievement of performance parameters and professional competence.

## Application Procedure and Deadline

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Candidates, who meet the above specifications and have the drive to join a highly motivated work team, should submit their applications and CV including a reliable telephone and e-mail contact of self and at least **three (3) referees**, to reach us on or before **Monday, 17<sup>th</sup> April 2023** addressed to:

**The Chairman,  
Board of Directors  
Mombasa Water Supply & Sanitation Co. Ltd,  
P.O Box 1100-80100,  
MOMBASA.**

**E-mail Address:** [info@mombasawater.co.ke](mailto:info@mombasawater.co.ke)

*MOWASSCO is an equal opportunity employer and women and people with disabilities are particularly encouraged to apply.*