



**MERU WATER AND SEWERAGE SERVICES COMPANY LTD
(MEWASSCO)**

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P. O. Box 859-60200
MERU

Website: www.mewass.or.ke

JOB RE-ADVERTISEMENT

The Meru Water and Sewerage Services Company Limited (MEWASSCO) whose mandate is to provide and manage water and sanitation services in the Meru town and its environs wishes to recruit competent and qualified persons to fill the following positions:

1) Customer Relations Assistant (1 post)

a) Job Purpose (Overall Responsibility)

Provision of quality service to customers in accordance with the approved policies, procedures and established standards.

b) Key Result Areas (Main Responsibilities)

- Ensuring timely response to customer enquiries and complaints by keeping track of the complaints and taking appropriate measures.
- Monitoring customer's issues, handling and ensuring compliance with strategic plan and WASREB guideline
- Put in place a system that ensures prompt response to customer queries and correspondence.
- Creating a communication system that transcends between the trust and customers to evolve a conducive working atmosphere.
- Ensuring provision of quality service to customers in accordance with the established standards.
- Ensuring the fostering of good working relationships with customers by providing efficient service in a timely manner.
- Promoting positive corporate image at all times.
- Building good publicity through participation in community initiatives and feature articles in the media.
- Maintaining accurate and up-to-date record on customers.
- Supervising, appraising staff and identifying their training and development needs.
- Preparing timely reports and distributing to users.
- Performing any other duties as may be assigned from time to time

c) Academic/Professional/Experience Required

- Bachelor of science or equivalent.
- Must be computer literate with high proficiency in Ms Excel

The successful candidate(s) will be placed on a **three year** renewable employment contract subject to satisfactory performance.

Remuneration will be based on the Company's salary structure in accordance to the Salaries and Remuneration Commission of Kenya.

Other requirements that a successful candidate will be required to possess are:

- Certificate of good conduct from Directorate of Criminal Investigation;
- Clearance Certificate by Higher Education Loans Board.
- Clearance Certificate by Credit Reference Bureau.
- Certificate of tax compliance from the Kenya Revenue Authority.

The Meru Water and Sewerage Services Company Limited is an equal opportunity employer and respect diversity.

Youth, Women and people living with disability are encouraged to apply.

How to apply

All written applications, curriculum vitae, copies of certificates, testimonials and Identity card should be submitted in a sealed envelope clearly marked on the left hand side the position being applied for and addressed to:

The Managing Director
Meru Water and Sewerage Services Company Limited
P.O. Box 859-60200
MERU

All applications should reach the Managing Director on or before the **29th March, 2024** at **5.00 pm**.

Canvassing will lead to automatic disqualification. Only successful candidates will be contacted.