

ARUSHA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY



EMPLOYMENT OPPORTUNITIES

The Arusha Urban Water Supply and Sewerage Authority (AUWSA) is a legally established entity responsible for the overall operations and management of water supply and sewerage services in Arusha City. It is among the best Authorities in Tanzania.

The core function of the Authority is to deliver excellent water supply and sewerage services for all categories of customers and stakeholders in Arusha City.

In order to sustainability attain its vision and mission, AUWSA is seeking to recruit dynamic, experienced, competent and qualified Tanzanians to fill the following vacant posts: - within the Authority's establishment.

1.0 Title of Position:	CUSTOMER BILLING OFFICER
i. Scope of the position and its expected outputs: -	
The holder of this position heads the billing section of the Authority and is responsible for managing the direct provision of billing function to the Authority's customers. The outputs of this position are reflected in the quality of the Authority's customer's services in the area of billing function and reduction of non-revenue water (NRW).	
ii. Position relationships: -	
Reports to the Customer Services Manager and Supervises the Billing Section.	
iii. Personal basic qualifications: -	
The holder of this position must have the following basic qualifications: - <ul style="list-style-type: none">▪ A Bachelor Degree or Advanced Diploma in Business Administration or Bachelor of Commerce in Marketing or Bachelor Degree in Finance and Accounting or Bachelor of Arts in Statistics / Bachelor of Science in Applied Statistics or equivalent qualifications; possession of Postgraduate studies in Marketing will be an added advantage.▪ Must have a good command in computer applications in managing a database and data analysis.▪ Must have at least three years working experience in a reputable entity since graduation / obtaining professional qualification.	

iv. Key duties and responsibilities: -	
<ul style="list-style-type: none"> i. Responsible for billing all customers in every billing cycle. ii. Attends customers on billing issues, and supervises all billing function activities in the Authority in accordance with prepared plan. iii. Allocates assignments to subordinates and staff on daily basis and monitors their performance to ensure that jobs are done effectively and efficiently. iv. Ensures that timely and accurate meter readings are done in compliance to meter reading cycles and routes. v. Prepares and processes water and sewerage bills for timely delivery to customers. vi. Ensures bills are printed timely and correctly. vii. Regularly monitors and timely replaces malfunctioning water meters in order to have realistic water billing in each billing cycle. viii. Maintains appropriate database of customers in the customer database. ix. Carries out forecasting, planning, evaluating and implementation of approved sound strategies for marketing services of the Authority thus raising customer database and revenue. x. Formulates and implements programmes for achieving set targets in the Authority with respect to reduction of non revenue water and increased billing volume. xi. Keeps records on customer's complaint with regard to billing and takes measures to minimise such complaints. xii. Advices the Customer Services Managers on all matters pertaining to the billing and ensures that the manager is appraised on opportunities and threats therein. xiii. Prepares periodic reports, outlining the performance of the billing and status of the customer billing function in the Authority. xiv. Performs any other related duties as may be assigned by the Customer Services Manager from time to time. 	
2.0 Title of Position:	CUSTOMER SERVICES OFFICER
i. Scope of the position and its expected outputs: -	
<p>The holder of this position heads the customer section of the Authority and is responsible for managing the direct provision of customer service function to the Authority's customers.</p> <p>The outputs of this position are reflected in the quality of the Authority's customer's services in the area of the customer service function and reduction of customer's complaints.</p>	
ii. Position relationships: -	
Reports to the Customer Services Manager and Supervise the Customer Service Section.	

iii Personal basic qualifications: -

The holder of this position must have the following basic qualification: -

- A Bachelor Degree or Advanced Diploma in Business Administration or Bachelor of Commerce in Marketing or equivalent qualifications; possession of postgraduate studies in marketing will be an added advantage.
- Must have good command of computer applications in managing customers' services.
- Must have at least three years working experience in a reputable entity since graduation/obtaining professional qualification.

iv Key duties and responsibilities: -

- i. Heads the customer services section primarily with provision of excellent customer services.
- ii. Develops and coordinates the implementation of the strategic plan for the section in compliance with departmental and corporate plans.
- iii. Facilitates and puts in place a well-defined and effective customer services mechanism focusing on efficiently customer service delivery.
- iv. Enhances the development of institutionalized tools for improving customer services including customer service guidelines and customer procedures and systems.
- v. Provides prompt technical and administrative responses to customers' enquiries
- vi. Improves the perception of customers and potential customers towards the services rendered by the Authority. Enables the Authority to categorize its customers into groups for services and marketing purposes by enhancing one roof services delivery.
- vii. Liaises with the Public Relations office on effective mechanism for maintaining good image and sustained relations with customers
- viii. Performs any other duties related to the above as may be assigned by Customer Services Manager.

3.0 PACKAGE:

- Most competitive salary and remuneration in line with AUWSA Scheme of Service and Salary Structure will be offered to the right candidate, having relevant qualifications, required skills and experience.

4.0 MODE OF APPLICATION:

- If you possess and believe you can meet the criteria given above:

Please submit your application letter together with detailed **current certified** curriculum vitae which includes your complete contacts details, copies of qualification certificates and enclosing two letters from referees with their contacts (mobile, box numbers, and e-mail, addresses).

- In addition to the qualifications mentioned above, the incumbent is expected to possess the following traits:
 - High integrity and ability to adopt changes quickly.
 - Capacity to work hard under pressure and meet strict deadlines.
 - Ability to work under teamwork spirit, establish and maintain effective working relations with different people and stakeholders.
 - Ability to work under minimum supervision.

Applications should be addressed to the undersigned so as to reach not later than **29th February 2012**.

MANAGING DIRECTOR,

ARUSHA URBAN WATER SUPPLY & SEWERAGE AUTHORITY

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ARUSHA

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- **‘AUWSA is an equal opportunity employer’, women are highly encouraged to apply.**
- **Only short listed candidates (who meet requirements) will be considered and invited for an interview.**