



JOB VACANCY ANNOUNCEMENT - 10/07/2025
CUSTOMER CARE ASSISTANT OFFICER
JOB REFERENCE: NYANDAWAS/CMT/005/2025

Nyandarua Water and Sanitation Company Limited, a private water utility company fully owned by the County Government of Nyandarua and with a mandate to provide water and sanitation services in Nyandarua County is seeking to recruit a self-driven individual for the position of **Customer Care Assistant Officer**.

Job Purpose

To enhance customer satisfaction by addressing inquiries, resolving complaints, and facilitating efficient service delivery. The officer will serve as the first point of contact for customers and helps build trust and confidence in the utility's services.

Key Responsibilities/ Duties /Tasks: -

- i. Receive and respond to customer inquiries via phone calls, emails, walk-ins, or other channels.
- ii. Provide accurate information about water services, tariffs, meter readings, and billing procedures.
- iii. Guide customers on how to apply for new water connections or report service issues.
- iv. Log all customer complaints in the complaints register or customer relationship management (CRM) system.
- v. Categorize and forward complaints to relevant departments for prompt action.
- vi. Follow up on complaints to ensure timely resolution and communicate feedback to the customer.
- vii. Escalate unresolved or sensitive issues to senior officers or management.
- viii. Assist customers in understanding their bills and reconciling payment records.
- ix. Coordinate with the billing department to resolve issues related to overbilling, underbilling, or incorrect meter readings.
- x. Verify customer account details and update records where necessary.
- xi. Provide information on payment options, deadlines, and consequences of non-payment.
- xii. Assist in mobilization campaigns to encourage timely bill payment in rural communities.
- xiii. Help reconcile customer payments with accounts during customer visits.
- xiv. Maintain updated customer contact information and service history.

- xv. Prepare reports on customer queries, complaints, and feedback.
- xvi. Ensure accurate documentation of customer interactions for audit and performance purposes.
- xvii. Support community outreach efforts to educate customers on water conservation, hygiene, and the importance of paying for water services.
- xviii. Participate in public barazas, stakeholder forums, or community meetings when required.
- xix. Liaise with technical, billing, and meter-reading teams to coordinate service delivery.
- xx. Submit periodic reports on customer service performance, recurring complaints, and suggested improvements.
- xxi. Attend internal meetings to share feedback and learn about service updates or policy changes.

Job Requirements

- i. Diploma in Customer Service, Business Administration, Public Relations, Communication, Social Work, or a related field with at least 2 years' experience.
- ii. Computer literacy with proficiency in MS Office (Word, Excel, Email).
- iii. Familiarity with billing systems or CRM software is an added advantage.
- iv. Excellent verbal and written communication skills.
- v. Strong active listening and interpersonal skills.
- vi. Customer-oriented mindset and professionalism.
- vii. Conflict resolution and problem-solving skills.
- viii. Attention to detail and accuracy in data handling.
- ix. Ability to manage time effectively and work under pressure.
- x. Cultural sensitivity and respect for rural community dynamics.
- xi. Successful Candidate must satisfy the requirements of chapter six of the constitution of Kenya on Leadership and integrity through provision of; -
 - a) Current certificate of good conduct from Directorate of Criminal Investigation Department.
 - b) Current Tax compliance certificate from Kenya Revenue Authority.
 - c) A clean and current report from an approved credit reference Bureau (CRB).
 - d) Clearance from the Ethics and Anti-Corruption Commission (EACC).
 - e) Clearance Certificate from Higher Education Loans Board (HELB).

TERMS OF EMPLOYMENT

The appointment will be for a fixed contract term of **3 YEARS** renewable subject to satisfactory performance evidenced by continuous achievement of performance targets.

APPLICATION INSTRUCTIONS

Application packages in a sealed envelope which include a cover letter, detailed CV and certified copies of certificates and testimonials should be sent by post or courier to: -

**The Managing Director
Nyandarua Water and Sanitation Company,
P.O. Box 164- 20300,
Nyahururu.**

In addition to the Hard copy of the application, a soft copy should be sent to recruitment@nyandaruawater.co.ke before the expiry of the closing date (25TH July 2025, 17:00 Hours) with the VACANCY NUMBER as the email subject.

Note:

- The Vacancy number should be clearly marked on the left top corner of the outer envelope of the application package.
- Only shortlisted candidates will be contacted.
- Canvassing in any way will lead to automatic disqualification.
- Include your current gross remuneration on the cover letter.

CLOSING DATE: (25TH July 2025, 17:00 Hours)