



JOB VACANCY ANNOUNCEMENT - 10/07/2025
METER READERS (2)
JOB REFERENCE: NYANDAWAS/CMT/007/2025

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 **Meter Readers (2)**.

Job Purpose

To accurately read customer water meters, record consumption data, report faulty or tampered meters, and support timely and correct billing for water services.

Key Responsibilities/ Duties /Tasks: -

- i. Visit customer premises to read and record water meter readings accurately.
- ii. Ensure all assigned meters are read within the billing cycle.
- iii. Report faulty, damaged, leaking, or tampered meters to the supervisor.
- iv. Identify and report illegal connections, meter bypasses, or unauthorized water use.
- v. Ensure readings are recorded clearly and legibly in meter reading App.
- vi. Inform customers of any meter-related issues observed during visits.
- vii. Assist in verifying disputed readings or customer complaints regarding high or low bills.
- viii. Work closely with the billing team to ensure timely data entry and bill generation.
- ix. Maintain accurate records of daily routes, meters read, and anomalies found.
- x. Ensure care and maintenance of meter reading tools and equipment.
- xi. Maintain good customer relations and uphold the utility's image in the community.
- xii. Report safety hazards or access issues (e.g., locked gates, dogs, flooded meter boxes).
- xiii. Support disconnection or reconnection operations when required.
- xiv. Participate in periodic meter audits, inspections, and data verification exercises

Job requirements

- i. Basic training in meter reading, data collection, or customer service
- ii. Certificate in any relevant field such as plumbing, business, or water operations is an added advantage.
- iii. Computer literacy or familiarity with digital meter reading devices and apps.
- iv. A valid motorbike riding license (for fieldwork in dispersed rural areas) is an added advantage.
- v. Accuracy and attention to detail in reading and recording meter data.

- vi. Good knowledge of rural areas and ability to follow routes with minimal supervision.
- vii. Physical fitness and ability to work outdoors in varied weather conditions.
- viii. Basic troubleshooting skills for identifying faulty or tampered meters.
- ix. Good communication and interpersonal skills, especially when interacting with customers.
- x. Honesty, reliability, and high level of integrity.
- xi. Basic problem-solving and reporting skills.
- xii. Ability to work under pressure and meet tight deadlines.
- xiii. Familiarity with handheld reading devices or willingness to learn.
- xiv. Respect for customer property and privacy while performing duties.
- xv. Have good interpersonal relations and communication skills
- xvi. Excellent organization skills.
- xvii. 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)