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| <b>Position</b>                    | Commercial Water Payment Manager – Water and Sewerage Business Unit (WSBU)   |
| <b>Role Summary</b>                | Overall responsibility for Water and Sewerage payments and processes and for revenue reconciliation for Key accounts.  |
| <b>Reporting Relationships</b>     | Reports to Senior Commercial Manager – WSBU and works closely with organization Group Director Customer Service .  |
| <b>Duties and Responsibilities</b> | <ul style="list-style-type: none"> <li>• Management of Water and Sewerage post payment and Water and Sewerage connection processes to ensure consistent delivery and continuous operational accuracy and efficiency by;-</li> <li>- Development and dissemination of Policy and procedures across the country ..</li> <li>- monitoring of policy and procedures across the country.</li> <li>- Work closely with Group Director customer services and customer service teams to ensure policies and procedures are implemented consistently.</li> <li>- Working with IT department and software systems providers especially where deployment of new or amended systems are required.</li> <li>• Develop Key Account management approach for key customers including applications, metering solutions, billing, and debt management.</li> <li>• Contribute to Revenue Protection and Loss reduction by analysing consumption pattern and trends and supporting Revenue Protection and the Non-Revenue Water teams and programmes</li> <li>• Work closely with both Customer service directorate to determine Customer Meter requirements and ensures timely availability nationally.</li> <li>• Accounting for all transactions of Key Water and Sewerage customer payments from Regional offices including new connection payments and reconciliation with Banks and clearance of anomalies and proper reporting to Finance.</li> <li>• In conjunction with Group Customer Services Director develops performance standards for Post Payments and Connections and delivers monthly reports against agreed KPI's</li> <li>• Contributes fully to Customer Relationship management and supports associated systems and procedures developed by Group Director Customer Services including complaints and customer enquiries.</li> <li>• Work with the Group Director Customer Services to ensures all frontline staff are trained on Water and Sewerage payments and new connection processes for Key accounts.</li> <li>• Establish and maintain relationships with internal/external stakeholders.</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>Follow security and safety policies and procedures in carrying out work duties</li> <li>Prepare and present status reports to management as needed.</li> </ul> |
| <b>Requirements and Qualifications</b> | <ul style="list-style-type: none"> <li>BSc in Management / Business Administration / Economics</li> <li>5 years' experience including a supervisory role</li> </ul>                                   |
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| <b>Competency</b>                      | <b>Detail</b>   |
| Strategy Development                   | Understands the requirements of developing and changing Water & Sewerage Industry and contributes proactively and objectively to corporate strategy development                                       |
| Business Planning                      | Coordinates our resources to best effect.   |
| Leadership and Management              | Inspires WSBU Commercial team and wider WSBU teams by leading by example and supporting Corporate change initiatives.   |
| Professional Knowledge                 | Maintains constant self-improvement by staying up to date with developments in the Commercial and Financial field and ensure peers are similarly developed.   |
| Results and Performance                | Accepts responsibility and is accountable for actions. The ability to drive for achieving and surpassing targets and achieves this by Business Plan monitoring .                                      |
| Policies and Procedures                | Understands the importance of sound Commercial, Customer and Financial management principles and is constantly pursuing initiatives for continuous improvement.                                       |
| Systems                                | The ability and drive to harness information technology to assist in better delivery of our functions .   |
| Financial Acumen                       | Capacity to identify cost effective approaches and ability to applying a broad understanding of revenue and financial management principles to set priorities.  |
| Asset Information                      | Understanding of organisational need for timely and accurate management information and delivers it.  |
| Staff Development                      | Grasps the strategic force of a well trained and developed workforce and their potential to develop the WSBU and Company vision. Works proactively with others.                                       |
| Analytical Skills                      | The ability to visualise, articulate and solve both complex and uncomplicated problems and make informed decisions that add value based on all available information.                                 |
| Product Knowledge                      | Understanding of customer, commercial and financial systems and the need to ensure timely delivery to meet customer expectations.   |
| Stakeholder Management                 | Is sensitive to the importance of stakeholders, their identification and development of appropriate responses. Views actions and services through our customers eyes.                                 |

**How to Apply.** Please send an e-mail to [msise@azorom.com](mailto:msise@azorom.com) expressing your interest and indicating the position you are interested in along with a brief resume. Your resume should be no more than 2X A4 pages and should include basic information including Name, contact details , Address, Date of Birth, Education and Qualifications along with a brief listing of your employment to date. Please do not send certificates at this time. Dateline for submission of application is **4<sup>th</sup> July 2022.**