



Job Vacancy Announcement

Position	Group Customer Services Director
Department	Group Customer Services
Role Summary	The Group Customer Services Director is responsible for the strategic leadership, development, and continuous improvement of NAWEC's customer service function across both Electricity and Water businesses. The role drives the design, delivery, and optimization of the end-to-end customer experience, ensuring the provision of accessible, efficient, responsive, and customer-centric services across all customer touchpoints. The position is accountable for developing and implementing customer service strategies, policies, standards, and performance frameworks that enhance customer satisfaction, service quality, operational efficiency, and stakeholder confidence. The Director works collaboratively with operational and support functions to ensure customer expectations are effectively integrated into business planning, service delivery, and organizational decision-making.
Reporting Relationships	Managing Director
Duties and Responsibilities	
Strategic Leadership	• Contribute to the development and implementation of NAWEC's corporate strategy and business objectives. • Develop and execute a Group Customer Service Strategy aligned with the organization's vision, operational priorities, and customer expectations. • Drive a customer-centric culture across the organization and ensure customer experience considerations are integrated into all service delivery initiatives. • Establish customer service objectives, KPIs, and reporting frameworks for Executive Management and the Board.



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	• Benchmark customer service performance against industry standards and international best practices.
Customer Experience Management	• Lead and oversee the end-to-end customer journey across electricity and water services. • Ensure effective management of customer onboarding, new service connections, customer inquiries, complaints, requests, account management, and service recovery processes. • Develop and implement initiatives that improve customer satisfaction, loyalty, and trust. • Establish service standards and monitor compliance across all customer-facing functions. • Drive customer experience transformation programmes and service excellence initiatives.
Customer Service Operations	• Ensure the delivery of consistent, responsive, and high-quality customer service across all customer engagement channels. • Oversee customer contact centers, service centers, digital customer platforms, and field customer support functions. • Continuously improve service processes to enhance efficiency, accessibility, and customer convenience. • Develop and maintain robust service quality monitoring systems and customer feedback mechanisms. • Ensure effective resolution of customer issues within established service level agreements.
Customer Insight and Performance Management	• Develop customer service performance measurement frameworks and customer satisfaction monitoring programmes. • Analyze customer feedback, complaints, service trends, and operational data to identify improvement opportunities. • Prepare and present customer service performance reports to Executive Management and the Board. • Utilize customer analytics and business intelligence tools to



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	support strategic decision-making. • Ensure customer satisfaction metrics are integrated into organizational performance management systems.
Digital Transformation and Systems Management	• Lead the modernization and continuous improvement of customer-facing technologies and systems. • Promote the adoption of digital channels, self-service platforms, CRM systems, and customer analytics solutions. • Ensure customer systems effectively support operational requirements and service delivery objectives. • Collaborate with ICT and operational departments to enhance customer service capabilities through technology and innovation.
Financial and Resource Management	• Develop and manage the annual customer services budget. • Monitor departmental financial performance and ensure prudent use of resources. • Identify opportunities to improve efficiency while maintaining high service quality standards. • Ensure optimal allocation of resources to support customer service objectives.
Leadership and Organizational Development	• Establish and maintain an effective organizational structure for the Customer Services function. • Build, lead, mentor, and develop a high-performing customer service management team. • Establish performance objectives and accountability frameworks for customer service personnel. • Promote talent development, succession planning, employee engagement, and continuous professional development. • Foster a culture of professionalism, innovation, customer focus, and operational excellence.



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Stakeholder Engagement and Communications	• Develop and maintain productive relationships with key internal and external stakeholders. • Work collaboratively with Electricity and Water Operations teams to improve service delivery and customer satisfaction. • Support corporate communication initiatives related to customer engagement, service changes, and public awareness campaigns. • Represent NAWEC in customer service and consumer-related forums where required.
Governance, Risk and Compliance	• Ensure compliance with relevant regulations, service standards, customer charters, and organizational policies. • Identify and manage customer service-related risks, including reputational, operational, and service delivery risks. • Ensure customer complaints and feedback are appropriately managed and escalated where necessary. • Promote ethical conduct, accountability, and transparency in all customer service activities.
Health, Safety and Customer Protection	• Ensure customer service operations comply with organizational safety requirements and customer protection standards. • Promote initiatives that improve public safety awareness related to electricity and water services. • Support organizational efforts to prevent incidents affecting customers, employees, and the public.
Requirements and Qualifications	
Education	Master's Degree in Business Administration (MBA), Customer Experience Management, Marketing, Public Administration, Management, Economics, Commerce, or related discipline.



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Professional Qualifications	The following will be an added advantage: • Professional certification in Customer Experience (CX), Customer Relationship Management (CRM), Customer Service Leadership, Marketing, or Business Management. • Membership of relevant professional bodies in customer experience, marketing, business management, or leadership. • Professional certifications in Project Management, Change Management, Digital Transformation, or Service Excellence.
Experience	• Minimum of ten (10) years of progressively responsible experience in customer service, customer experience, commercial operations, sales, utility services, telecommunications, banking, public services, or a comparable customer-focused industry. • At least five (5) years in a senior leadership or executive management role. • Demonstrated experience leading large-scale customer service operations in complex organizations. • Proven track record in customer experience transformation, service quality management, customer analytics, and organizational change. • Experience managing customer service technologies, CRM platforms, contact centers, and digital service channels. • Experience working within utility, infrastructure, telecommunications, financial services, or similarly regulated environments is highly desirable.
Competences	
Competency	Detail



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Strategic Leadership	Understands customer service trends, market expectations, and industry developments and contributes proactively to organizational strategy development.
Customer Experience Management	Demonstrates a strong customer-centric mindset and the ability to design and deliver exceptional customer experiences across multiple service channels.
Business Planning	Develop and implements strategic and operational plans that support customer satisfaction, organizational performance, and sustainable growth.
Change Management	Leads organizational transformation initiatives and promotes innovation, digital adoption, and continuous improvement.
Team Building	Builds, develops, and motivates high-performing customer service teams capable of delivering excellent customer outcomes.
Leadership and People Management	Provides effective leadership through coaching, empowerment, accountability, and performance management.
Professional Knowledge	Maintains current knowledge of customer experience methodologies, utility sector developments, emerging technologies, and service delivery best practices.
Results Orientation and Performance Management	Drives achievement of customer service targets through performance measurement, accountability, and continuous improvement.
Technology and Systems Management	Leverages digital technologies, CRM platforms, automation, data analytics, and customer systems to improve service delivery and operational effectiveness.



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Operational Excellence	Promotes effective processes, service standards, quality assurance, and continuous improvement within customer service operations.
Talent Development	Supports workforce capability development, succession planning, knowledge sharing, and employee engagement.
Analytical and Critical Thinking	Uses data, customer insights, and business intelligence to identify problems, evaluate alternatives, and implement practical solutions.
Stakeholder Management	Build productive relationships with customers, regulators, community groups, operational teams, and other stakeholders to achieve business objectives.
Health, Safety and Customer Protection	Demonstrates commitment to customer safety, public awareness, risk management, and responsible service delivery.
Financial and Commercial Acumen	Apply sound financial and commercial principles to support decision-making, budget management, and efficient resource utilization.
Communication and Influencing Skills	Communicates effectively with Boards, Executive Management, regulators, customers, employees, and stakeholders, influencing outcomes and building consensus.

How to Apply

Interested candidates should submit their application letter and detailed Curriculum Vitae (CV) to:

Email: recruitment-gd@nawec.gm



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Application Deadline

04th October 2026

Appointment and Start Date

Successful candidates will be appointed following the completion of the recruitment process and are expected to assume duty on **1st January 2027**.

Equal Opportunity Employer

NAWEC is committed to promoting diversity, equity, and inclusion in the workplace. Applications are encouraged from all qualified individuals regardless of gender, disability, religion, or ethnic background. Selection will be based solely on merit, qualifications, experience, and demonstrated competence.

Our Commitment

Together, powering progress and delivering essential services for national development.