

Customer Service Officer – (9 Positions) at Tavevo Water and Sewerage Company Limited

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Job Description

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Tavevo Water and Sewerage Company Ltd, was incorporated on April 7, as a private company limited by shares to give it autonomy and enable it operate commercially. The major shareholders of the company were Municipal Council of Voi, County Council of Taita Taveta and Town Council of Taveta which now are the County of Taita Taveva. The company is one of the WSPs in the CWSB jurisdiction and has been contracted to provide water and sewerage services in Taita Taveta County under a Service Provision Agreement.

TVO/06//

DUTIES AND RESPONSIBILITIES

Receive, promptly record and resolve customer orders, requests, applications, inquiries and complaints related to water supply, billing, waste water and any other relevant issue.

Receive, promptly record and escalate to branch manager, operation manager commercial, operation & maintenance manager water, operation & maintenance manager waste water and transport officer on customer orders, inquiries and complaints related to water supply, billing, waste water and any other relevant issue

Advice customer on conditions required to update customer account details, superseding of account, stop billing, account termination and new account application seek clearance from your supervisor and update.

Create superseded account, new account, stop billing, terminate account, and update account details, new customer connection application information and connection approval details in the billing system.

Check system and give confirmation to requested clarification on customer payments.

Follow up on progress of resolving escalated issues and proactively give frequent feedback on progress to customer(s)

In liaison with other departments, undertake planning, organizing, implementing, coordinating and execution of company's internal and external customer care and public relations events as shall be instructed by your supervisor.

In liaison with other departments, undertake planning, organizing, coordinating and represent the company at external public relations events including but not limited to customer service and public relation outreach programmes to stakeholders and the general public as shall be instructed by your supervisor.

Ensure, operationalize and observe approved occupational safety and healthy rules and guidelines reporting any breach to head of human resource department through human resource officer.

Prepare ad-hoc and monthly reports included but not limited to customer orders inquiries and complaints categorized to reported, resolved and pending. All by customer category, overall, per branch and per meter reading book send to your supervisor for clearance and any other for management decision.

Personal Specifications

For appointment to this grade, an officer must have: –

A minimum of KCSE or at least three years experience in customer care/service work

A Diploma in Marketing, Reception, Business Management, Business Administration or any equivalent certificate from a recognized institution will be an added advantage

Good communication, interpersonal and time management skills

in computer skills

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