

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

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

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.

Ref: TVO/04//

GENERAL PURPOSE

To ensure prompt, fair and satisfactory customer service to the clients of the company

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Create superseded account, new account, stop billing, terminate account, and update account details, new customer connection application information and connection approval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

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

Proficiency in computer skills

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