

MURANG'A SOUTH WATER & SANITATION COMPANY LIMITED (MUSWASCO)

INTERNAL VACANCY ANNOUNCEMENT

Position: Business Development Officer

Murang'a South Water & Sanitation Company Limited (MUSWASCO) is committed to strengthening its commercial operations and enhancing revenue performance through effective billing management, customer account optimization, and reduction of commercial losses. In line with this commitment, applications are invited from suitably qualified, competent, and self-driven employees currently serving within the Company to fill the position of:

Business Development Officer

Department: Commercial Services Department.

Reports To: Commercial Services Manager

Job Purpose

The Business Development Officer will provide strategic leadership in the implementation of revenue enhancement initiatives aimed at improving the company's billing efficiency, reducing Commercial Non-Revenue Water (NRW), enhancing customer account management, and ensuring compliance with approved tariff structures and commercial policies.

The successful candidate will coordinate assigned officers and work closely with the Commercial, Technical, ICT, Customer Service, and Finance Departments to improve the Company's commercial performance.

Key Responsibilities

The successful candidate will be responsible for:

- Coordinating the Company's Billing Enhancement Programme and strategies.
- Coordinating the reactivation of dormant and inactive customer accounts.
- Coordinating investigations and corrective actions for zero-consumption accounts.
- Coordinating initiatives aimed at reducing commercial Non-Revenue Water.
- Liaising with the Technical Department to identify and resolve prolonged no-flow areas.
- Conducting tariff verification exercises and ensuring customers are billed under the correct tariff categories.
- Coordinating the Company-wide meter sealing programme.
- Detecting, investigating, and regularizing illegal water connections, meter bypasses, and unauthorized consumption.
- Assessing and recommending commercial surcharges in accordance with Company policies.
- Coordinating commercial debt recovery through disconnection and reconnection programmes.
- Promoting growth in water and sewer customer connections and ensuring timely billing activation.
- Reviewing and approving commercial related billing adjustments in Liaison with the Commercial Manager.

- Coordinating digital mapping of disconnected, zero-consumption, and illegal connections using KoboTool and GIS technologies.
- Preparing and submitting weekly Customer Flow Feedback Reports on the water rationing programme to facilitate operational planning and service improvement.
- Preparing monthly commercial performance and revenue enhancement reports for Management.
- Supporting commercial audits and customer data verification exercises.
- Undertaking any other duties assigned by the Commercial Manager.

Minimum Requirements

Applicants must satisfy the following requirements:

- Be a confirmed employee of Murang'a South Water & Sanitation Company Limited.
- Hold a Bachelor's Degree in Commerce, Business Administration, Finance, Economics, Accounting, Statistics, Water Engineering, Civil Engineering, GIS, Information Technology, or any other relevant discipline from a recognized institution.
- Membership to a relevant professional body will be an added advantage.
- Have at least five (5) years' experience in technical and commercial operations, preferably within a water utility or other public utility environment.
- Demonstrate experience in revenue enhancement, billing systems, customer account management, revenue assurance, or commercial operations.
- Possess supervisory or team leadership experience.
- Be proficient in Microsoft Office applications and computerized billing systems.
- Experience in GIS, KoboTool, or other digital field data collection systems will be an added advantage.
- Possess a valid motorcycle riding license will be an added advantage.

Competencies

The ideal candidate should possess:

- Strong leadership and supervisory skills.
- Strategic planning and decision-making abilities.
- Excellent analytical and problem-solving skills.
- Revenue assurance and commercial operations expertise.
- Investigation and enforcement skills.
- Excellent communication and interpersonal skills.
- Strong report writing and presentation skills.
- Customer relationship management skills.
- Integrity, professionalism, and accountability.
- Computer literacy and proficiency in utility billing systems.
- Ability to work under pressure and meet strict performance targets.
- A proven track record of consistently achieving performance targets and delivering measurable improvements in revenue enhancement, operational efficiency, customer account management, and commercial performance.

Terms of Appointment

The successful candidate will serve in accordance with the Company's Human Resource Policies and Terms and Conditions of Service.

Application Procedure

Interested and qualified employees who meet the above requirements are invited to submit:

- An application.
- An updated Curriculum Vitae (CV).
- Copies of academic and professional certificates.

Applications should be addressed to:

The Managing Director
Murang'a South Water & Sanitation Company Limited (MUSWASCO)
P.O BOX 87-01034
KANDARA

Applications should be submitted through the Official company **email: murangasouth@gmail.com** or physical copies the Human Resource Office on or before **21st August 2026**

Only shortlisted candidates will be contacted.

MUSWASCO is an Equal Opportunity Employer. Internal appointments shall be based on merit, competence, integrity, and demonstrated performance in accordance with the Company's Human Resource Policies and Procedures.