

KIBWEZI - MAKINDU WATER AND SANITATION COMPANY LTD



DC's office compound
P.O. BOX 104 - 90137 KIBWEZI
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VACANCY ANNOUNCEMENT

RE-ADVERTISEMENT

Kibwezi-Water and Sanitation company limited (KIBMAWASCO) is a water service provider established under Makueni County Water Services Act of Makueni County Assembly (Makueni Acts No. 3 of 2020) to provide clean portable water and Sanitation services to the residents of Makueni in Kibwezi, Makindu, Mtito Andei and its environs. To achieve, this we wish to recruit a competent and qualified person to fill the following position.

S/No.	JOB TITLE	JOB REF. No.	No. OF POSITIONS	TERMS OF SERVICE
1.0	Commercial Manager	KIBMWSC/06/2026/01	One (1)	Three (3) years contract renewable subject to satisfactory performance.

Commercial Manager – KM 2

Objective

To provide strategic leadership and oversight of commercial operations including customer service, billing, revenue collection, and marketing, ensuring sustainable growth and customer satisfaction at KIBMAWASCO.

Reporting to the Managing Director

Remuneration- It will be as guided by the company salary structure.

Duties and Responsibilities

1. Ensure provision of timely and high-quality client services that meets or exceed their expectations.
2. Develop and implement systems for positive customer relations management
3. Manage and supervise commercial aspects of the company's operations, particularly as they relate to revenue generation.

4. Promote new ideas and business solutions that result in extended service to the existing and new clients
5. Develop long-term business strategies and operating plans that reflect the longer-term goals and priorities
6. Ensure the provision of comprehensive commercial information systems, including up-to-date customer database, to achieve the overall company revenue objectives.
7. Ensuring timely, complete and accurate reading and billing of services and subsequent collection.
8. Carrying out customer surveys and proposing improvements arising from feedback received
9. Develop departmental policies and procedures and actions plans in line with overall company mission and objectives.
10. Receive daily reports on billing queries from zones and investigate and ensure that necessary database changes are made.
11. Receive each week the daily summary of meter reading and bill distribution from all zones, and verify them.
12. Ensure that disconnections/reconnections are properly recorded and information submitted for database update.
13. Verify that meter readings for removed meters are reasonable, and estimate consumption where necessary.
14. Organize control and monitor customer account investigations as necessary e.g. suppressed accounts in database
15. Immediately take any necessary remedial actions in cases where liability is queried by customers, and ensure that such customer queries are immediately and fully resolved.
16. Ensure that major sensitive customers are identified, that their billings are prioritized, checked for accuracy, and payments followed up each month to optimize revenue generation and cash flows.
17. Customers' complaints and queries are promptly and resolved.
18. Communication feedback to customers, resolution of queries and investigation in results on customers disputed bills or meter testing results are done as promptly as possible.
19. Ensure that customers are reconnected within 24 hours after payment.

Requirements for Appointment

1. Bachelor's Degree in Business Administration, Marketing, Commerce, Economics, or a related field from a recognized institution.
2. Master's Degree in a relevant field will be an added advantage.
3. Membership in a recognized professional body is desirable.
4. Minimum experience for this position shall be 8 years in a relevant field with 3 years in a senior management position.
5. Proficiency in customer relationship management systems, billing software, and data analysis tools.
6. Strong leadership, communication, and strategic planning skills
7. Proficient experience in ERP systems and internet will be an added advantage.
8. Show merit and ability as reflected in work performance and results.

Other Requirements

- 1) Be a Kenyan citizen,
- 2) Candidates must attach a clear copy of their national identity card or passport,
- 3) Satisfy the requirements of Chapter Six of the constitution of Kenya 2010 by obtaining clearance from Higher Education Loans Board (HELB), Directorate of Criminal Investigation (DCI), Kenya Revenue Authority (KRA), Credit Reference Bureau (CRB) and Ethics and Anti-Corruption Commission (EACC). These must be availed at the interview.

Application Procedure

Interested and qualified candidates should submit their applications addressed to;

The Board Chairman,

Kibwezi-Makindu Water and Sanitation Company Limited,

P.O Box 104 – 90137,

Kibwezi.

together with updated CV, copies of academic and professional certificates, and testimonials to:

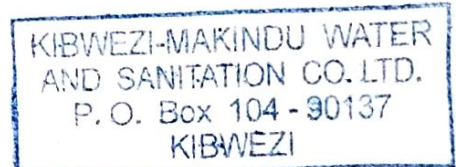
Email: recruitment@kibmawasco.com

And

Delivered by hand at the reception desk of Kibwezi Makindu – Water and Sanitation Company Limited offices located at DCC's Office compound Kibwezi on or before **5.00pm 10th July 2026**. KIBMAWASCO is an equal opportunity employer. Youth, women and persons with disabilities are encourage to apply. **Those who had applied earlier are required to apply again.**



The Board Chairman,



Kibwezi-Makindu Water and Sanitation company limited.