

1. COMMERCIAL OFFICER II – REVENUE COLLECTION (1 Position)

Department	Commercial
Reports to	Commercial Manager
Grade / Terms	Grade 5 – (Contract]
Location	Kwasco HQ- Bobaracho

About the Role

Kisii Water and Sanitation PLC is seeking a results-driven and ethical professional to plan, coordinate, and oversee revenue collection. The successful candidate will help the company meet its collection efficiency targets, keep debt at manageable levels, and remain financially sustainable in delivering quality water and sewerage services.

Key Duties and Responsibilities

The successful candidate will be responsible for:

1. Developing and implementing revenue collection strategies and monthly, quarterly, and annual collection targets.
2. Monitoring collection efficiency, billing-to-collection ratios, and debtors' ageing, and reporting on them regularly.
3. Following up on overdue accounts through reminders, demand notices, disconnections, and reconnections in line with company policy.
4. Negotiating and administering payment plans for customers with arrears and recommending write-offs where appropriate.
5. Managing key accounts, including institutions, government agencies, commercial, and industrial customers, and securing timely settlement of their bills.
6. Overseeing collection points, mobile money, bank, and prepaid channels, and ensuring daily banking and reconciliation of receipts.
7. Identifying and addressing revenue leakages, fraud, and cash-handling risks.
8. Promoting convenient and digital payment options to improve collection.
9. Preparing monthly and annual revenue reports for Management and the Board.
10. Ensuring compliance with regulatory requirements, tariffs, and service standards set by the sector regulator.

11. Leading customer sensitization on bill payment, water conservation, and the consequences of non-payment.
12. Supervising, mentoring, and appraising revenue and customer service staff assigned to the section.

Job Specification

Academic and Professional Qualifications

- Diploma in Business Management , Accounting ,CPA II or related field.
- Certification or training in credit control, customer relationship management, or utility management is an added advantage.

Experience

- Minimum of 5 years' relevant experience in revenue collection, credit control, billing, or commercial operations, with at least 2 years in a utility or service-based organization such as water, micro finance institutions, or a similar sector.
- Proven record of meeting or exceeding collection targets.
- Experience with billing and customer management systems is an added advantage.
- Supervisory experience is desirable.

Knowledge, Skills and Competencies

- Sound knowledge of utility tariffs, credit control, and debt recovery practices.
- Good understanding of the water sector regulatory framework and customer service standards.
- Strong analytical and numeracy skills, with proficiency in MS Excel and billing software.
- Excellent negotiation, communication, and conflict-resolution skills.
- Strong integrity, accountability, and attention to detail in handling cash and customer data.
- Ability to work under pressure, meet deadlines, and lead a team.
- Fluency in English and Kiswahili, or the local language of the service area.

Working Conditions

- Regular field visits to customer premises, collection points, and service areas.
- May require working beyond normal working hours.

Performance Indicators

- Collection efficiency (%) against target.
- Reduction in debtors' days and ageing balances.
- Percentage of accounts billed on time and accurately.
- Reduction in commercial losses and unauthorized connections.
- Customer complaint resolution turnaround time.

2. DRIVER – (1 Position)

Department	HR & Administration
Reports to	HR & Administration Manager
Grade / Terms	Grade 7 – (Contract]
Location	Kwasco HQ- Bobaracho

Job Purpose

To safely and efficiently drive the company's vehicles to transport staff, materials, equipment, and water service teams, and to keep assigned vehicles in good working condition in support of reliable water supply and sanitation services.

Key Duties and Responsibilities

Driving and Transport

1. Drive company vehicles, including cars, pick-ups, lorries, or water bowzers, as assigned, safely and lawfully.
2. Transport staff and officials to official destinations on schedule.
3. Carry out daily pre-trip checks, including tyres, oil, water, brakes, lights, and fuel, and report defects promptly.
4. Keep vehicles clean, roadworthy, and secure.
5. Arrange scheduled servicing and repairs through the Transport Officer.
6. Ensure valid insurance, inspection, and licensing documents are kept in the vehicle.
7. Maintain accurate logbooks, recording trip details, mileage, fuel consumption, and servicing.
8. Report accidents, breakdowns, and incidents immediately and complete incident reports.
9. Keep fuel and maintenance receipts and submit them for reconciliation.
10. Observe traffic laws, company transport policy, and occupational health and safety requirements.
11. Ensure loads are properly secured and passengers use seat belts.
12. Keep company vehicles and equipment secure and use them only for official purposes.
13. Perform any other duties assigned by the supervisor that are consistent with the role.

Job Specification

Academic and Professional Qualifications

- Kenya Certificate of Secondary Education (**KCSE**) or equivalent, with a minimum grade of **D+ (Plus)**.
- Valid Kenyan Driving Licence **Class BCE**.
- Certificate in Defensive Driving or Road Safety.
- Certificate of Good Conduct from the Directorate of Criminal Investigations (**DCI**), valid at the time of appointment.
- First Aid Certificate.
- Basic mechanical knowledge, with a certificate in Motor Vehicle Mechanics being an added advantage.

Experience

- At least 5 years of accident-free driving experience, preferably with a water utility, public institution, or commercial fleet.
- Experience driving light and heavy vehicles, including bowsters or lorries, where required.

Knowledge, Skills and Competencies

- Thorough knowledge of the Traffic Act, NTSA regulations, and road safety rules.
- Basic vehicle maintenance and troubleshooting skills.
- Ability to read maps and use GPS or navigation tools.
- Good record-keeping skills.
- Basic communication skills in English and Kiswahili.
- Good customer care and interpersonal skills.
- Ability to remain calm and act quickly in emergencies.

Personal Attributes

- Integrity, honesty, and reliability.
- Punctuality and discipline.
- Willingness to work irregular hours, weekends, and during emergencies, and to travel.
- Physical fitness, with good eyesight and hearing.
- Sober, responsible, and safety-conscious.

Working Conditions

- Frequent travel and exposure to varied weather and road conditions.
- May be required to be on call, including outside normal working hours.

Performance Measures

- Zero avoidable accidents or traffic offences.
- Timeliness of trips and service delivery.
- Vehicle condition and adherence to the maintenance schedule.
- Accuracy and timeliness of logbooks and reports.
- Fuel efficiency within set targets.

APPLICATION DETAILS

Interested and qualified candidates should submit the required application documents as specified in the respective vacancy advert.

Submission Address:

The Managing Director
Kisii Water & Sanitation Company
P.O. Box 3880 – 40200
KISII

Submission Method:

Applications should be sent via email to **recruit@kwasco.co.ke** or hand delivered to the company office at Bobaracho HQ.

Deadline:

Applications must be received by close of business on Monday, 6th October 2026.

Important Notice

- Only shortlisted candidates will be contacted.
- Canvassing will lead to automatic disqualification.
- Kisii Water and Sanitation PLC is an equal opportunity employer.
- Women, persons with disabilities, and candidates from marginalized communities are encouraged to apply.

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Moving lives with Every Drop