



INTERNAL VACANCY ANNOUNCEMENT

Embu Water and Sanitation Company LTD, a public water utility company fully owned by the County Government of Embu and with a mandate to provide water and sanitation services in Embu County is seeking to recruit self-driven individuals for the positions: - Job Group 8

Meter Reader 1- Job Reference:Ewasco/Hr/2021(3) positions (3)

(A) KEY RESPONSIBILITIES

1. Follow assigned routes to read and record residential and commercial water meters and record readings with hand-held devices
2. Test meters to ensure they are registering properly and in a consistent manner; report meter conditions, defects and other problems to supervisor;
3. Organize for replacement of meters if necessary and maintain meter replacement, inventory and related records for the assigned area.
4. Maintain access to meters by ensuring the area is clear; as required, dig out meter boxes and remove obstructions.
5. Check meters for potential problems that impact consumption and billing; report meter repair requirements, burst/leaks, illegal water usage and monitor water demand for commercial meters.
6. Perform the full range of customer service duties; re-read meters to resolve complaints; remind customers to send self-meter reading details within specified times for final billings.
7. Disconnect meters for non-payment of service and reconnect upon payment
8. Identify and map locations for new meter installations.
9. Respond to routine questions and requests for assistance from customers; resolve issue or refer to supervisor.
10. Clean and perform routine preventive maintenance on assigned motor cycle; report repair requirements to supervisor.
11. Deliver documents, bills, mail and other materials as required.
12. Training new meter readers.
13. Training customers to read meters.
14. Undertaking continuous professional development to keep up with current industry trends.
15. Undertake any other duties as may be assigned.
16. Perform related duties and responsibilities as required.
17. Training customers to read meters.
18. Undertaking continuous professional development to keep up with current industry trends.
19. Undertake any other duties as may be assigned.

(B) Knowledge, Skills and Experience Required

Key Qualifications and Experience

1. Relevant Diploma with 1-year relevant experience or
2. Advanced Certificate with 3 years' relevant experience or

3. Trade Test Grade 1 with 5 years' experience.
4. Fulfilled Chapter six of the Constitution
5. proficiency in computer skills

Key Skills

1. Proficiency in IT with MS Office and Internet ability
2. Communication and interpersonal relations
3. Analytical Skills.

Attributes

1. Team work
2. High level of Integrity
3. customer focus
4. Time management

APPLICATION INSTRUCTIONS

Application packages in sealed envelopes which include a Cover Letter, updated CV and certified copies of certificates and testimonials should be delivered to: -

**The Managing Director
Embu Water and Sanitation Company LTD
EWASCO House, Off Meru-Embu Road
P.O. Box 2142, 60100
EMBU**

Note:

- The positions are open **ONLY** to internal candidates already working in EWASCO on contracts, casuals and those whose contracts have expired in the last 1 month.
- The Vacancy number should be clearly marked on the left top corner of the outer envelope of the application package
- Copies of all certificates should be **CERTIFIED** by the Issuing Institutions
- Only shortlisted candidates will be contacted
- Canvassing in any way will lead to automatic disqualification

CLOSING DATE: 13th August 2021, 17:00 Hours