NANYUKI WATER AND SANITATION COMPANY

All correspondence to be addressed to the Managing Director

P. O. BOX 995-10400
NANYUKI.
Tel: 020 2522200
Mobile: 0738825940
E-Mail: info@nawasco.co.ke
nawascom@yahoo.com

ADVERTISEMENT FOR THE POSITION OF COMMERCIAL MANAGER

Nanyuki Water and Sanitation Company (NAWASCO) is a Water Service Provider Company fully owned by the County Government of Laikipia and regulated by Water Services Regulatory Board with mandate to provide water and sanitation services in Nanyuki town and its environs in Laikipia County.

NAWASCO is seeking to recruit a suitable qualified candidate to fill the position of Commercial Manager.

JOB DESCRIPTION

Job Title	Commercial Manager
Reference Number	NAWASCO/1/10/2026
Number of Positions	One (1)
Terms of Service	Five (5) years contract renewed based on performance
Organization	Nanyuki Water and Sanitation Company
Department	Commercial
Location/Workstation	NAWASCO Main office - Nanyuki
Reporting line	
Reports to	Managing Director
Direct Reports	Revenue Officer, Customer Service Officer, Billing Officer, ICT Officer
Job Purpose	
Provide leadership in commercial department, consolidate and manage budgets, monitor cost, track financial performance, enhance debt collection and increase collection efficiency	
Key Responsibilities/Duties/Tasks	
Managerial and Operational/Supervisory Responsibilities	
a. Develop and implement strategies to increase revenue collection. b. Prepare and monitor annual revenue targets and budgets. c. Ensure timely billing and collection of water and sanitation charges. d. Monitor collection efficiency and recommend corrective measures. e. Oversee debt management and recovery of outstanding customer accounts. f. Develop and implement customer service policies and standards. g. Ensure prompt handling and resolution of customer complaints. h. Improve customer satisfaction through efficient service delivery. i. Ensure accurate meter reading and timely billing. j. Oversee installation, replacement, testing and maintenance of water meters.	

k. Monitor billing accuracy and resolve billing disputes.
l. Develop strategies to reduce Non-Revenue Water.
m. Monitor illegal water connections and unauthorized consumption.
n. Coordinate meter audits and customer verification exercises.
o. Anaylze NRW data and recommend interventions.
p. Work closely with the Technical Department on leak detection and repairs.
q. Ensure accurate customer registration and account management.
r. Maintain updated customer records.
s. Approve disconnection and reconnection of services in accordance with Company policy.
t. Supervise commercial staff, customer care, Meter Readers, Billing Officers, Revenue Officer and debt collection officers.
u. Conduct staff performance appraisals.
v. Ensure compliance with Water Act 2016, WASREB guidelines and standards, Company policies and procedures, Occupation Safety and Health requirements and Public Finance Management requirements.
w. Work with the Technical Department to improve water production, distribution and service reliability.
x. Coordinate with the Finance Department on revenue reconciliation.
y. Work with ICT on billing systems and digital customer services.
z. Liase with legal officers on debt recovery and contract matters.

Job Specifications

1. Financial Responsibility

a. Guides on the development of the department budget and recommendations for approval
b. Ensuring budget spending is within the provisions of the Public Financial Management Framework
c. Accounts for resources used within the department

2. Decision making/Job influence

a. Strategic
b. Managerial
c. Operational

3. Working conditions

a. Office setting and field setting
b. Local and International travel

Job Competencies (Knowledge, Experience and Attributes/Skills)

Academic Qualifications

a. Bachelor's degree in Business Administration or Business Management (Finance or Accounting option, Commerce (Finance or Accounting option or other equivalent qualifications from a recognized institution
b. Certificate in computer applications

Professional Qualifications/Membership to professional bodies

a. Certified Credit Professional (CPP) or Certified Public Accountants of Kenya CPA (K).
b. Registered with the Institute of Certified Public Accountants of Kenya (ICPAK).
c. Strategic Leadership Development Program lasting not less than six (6) weeks from a recognized institution will be an added advantage.

Previous relevant work experience required
Work experience of not less than 7 years with a minimum of 5 years in a managerial or supervisory position. Experience in the Water Sector will be an added advantage.
Functional Skills, Behavioral Competencies/Attributes:
a. Leadership skills b. Policy Development c. Performance Management d. Influencing, Persuasion and Negotiation e. Human Resource Management and Development f. Adhering to Organization Principles, Values and Diversity g. Resource Management h. Proficiency in ICT i. Risk Management j. Team player k. Have demonstrated merit and ability as reflected in work performance and results l. Analytical, Problem Solving and Decision Making

APPLICATION PROCESS:

Application should be accompanied with a detailed Curriculum Vitae including contacts of three (3) referees who must be familiar with the candidate's previous work experience, daytime mobile contacts, copies of National Identity Card, relevant certificates and other testimonials including the notice period required to take up appointment.

To meet the requirements of Chapter Six of the Constitution of Kenya 2010. The candidates should provide the following valid documents: Clearance Certificates from KRA, CRB, HELB, EACC and Certificate of Good Conduct.

Applications for the positions should be in hard copy delivered to the address indicated below to reach on or before **Wednesday, 11th November 2026** by 5.00 p.m. East African Time.

The Managing Director
Nanyuki Water and Sanitation Company
P. O. Box 995-10400
NANYUKI.

Please note only shortlisted candidates will be contacted for interviews. NAWASCO is an Equal Opportunity Employer committed to diversity and gender equality. Persons with disability (PWD's), Women and those from marginalized areas are encouraged to apply. Any form of canvassing will lead to automatic disqualification.

This advertisement may also be found on Nanyuki Water and Sanitation Company website: www.nawasco.co.ke