



Nyeri Water and Sanitation Company Limited (NYEWASCO)
 Off Kenyatta Road, Behind Nyeri County Fire Offices, P. O. Box 1520-10100 Nyeri, Kenya
 Toll Free Number: 0800721095, Cell Phone: 0714430000/ 0722-461359/0734-732481
 Email info@nyewasco.co.ke, Website www.nyewasco.co.ke

JOB REQUIREMENTS

| JOB TITLE | SKILLS REQUIREMENTS / QUALIFICATIONS |
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| Mechanic Assistant II | <ul style="list-style-type: none"> ➤ Academic Qualifications; Kenya Certificate of Secondary Education (KCSE) minimum grade D+ or equivalent. ➤ Professional Qualifications; Craft Certificate / Diploma in Automotive Engineering, Mechanical Engineering, or related field from a recognized institution. ➤ Previous relevant work experience; 1-year relevant working experience in vehicle or Motorcycle maintenance, ➤ Job Description; <ol style="list-style-type: none"> 1. Carry out routine servicing and preventive maintenance of company vehicles and motorcycles. 2. Diagnose mechanical faults and undertake necessary repairs. 3. Conduct inspection and testing of vehicles and motorcycles to identify defects for appropriate repair processes. 4. Respond promptly to vehicles and motorcycles mechanical breakdowns and emergencies. 5. Keep accurate maintenance and repair records for all assigned vehicles and motorcycles 6. Recommend replacement of worn-out or defective parts and components. 7. Ensure proper use and safe custody of tools, equipment, and spare parts. 8. support the transport Section in preparation of maintenance schedules and service plans. 9. Ensure compliance with occupational safety and health standards in the workshop. 10. Conduct daily vehicle and motorcycle condition checks and report abnormalities. 11. Support field operations by ensuring availability and reliability of transport 12. Maintain cleanliness and orderliness within the workshop area. 13. Perform any other duties assigned by Management from time to time. |

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| ICT Assistant II | <ul style="list-style-type: none"> ➤ Academic Qualifications; Diploma in any of the following disciplines: Computer Science, Information Technology, Business Information Technology or any other relevant and equivalent qualification from a recognized institution. ➤ Professional Qualifications; Certification in Networking, A+/N+ or equivalent qualification from a recognized institution. ➤ Previous relevant work experience; of not less than 1 years in a relevant field. ➤ Job Description; <ol style="list-style-type: none"> 1. Receiving, installing and repairing ICT equipment; 2. Configuring new ICT equipment; 3. Configuring and testing computer hardware, networking software and operating system software; 4. Installing necessary hardware and software upgrades; 5. Providing user support and basic training of users; 6. Maintaining inventory of ICT equipment; 7. Trouble shooting, minor repairs and maintenance of ICT equipment and associated peripherals; and 8. Monitoring network and ICT equipment performance and attending to identified faults. |
| Water Production Assistant II | <ul style="list-style-type: none"> ➤ Academic Qualifications; Diploma in Water Technology/Engineering or any other relevant and equivalent qualification from a recognized institution. ➤ Previous relevant work experience; a minimum of 1 years in a relevant field. ➤ Job Description; <ol style="list-style-type: none"> 1. Carry out basic chemical tests on water to optimize chemical usage while ensuring the quality of water is maintained; 2. Control the operational valves within the treatment facility; 3. Ensure timely preparation and mixing of chemicals to continuous water treatment processes; 4. Timely backwashing of filters; 5. Read, record and maintain master production meters and electrical power consumption; 6. Record the quantity of chemicals used and the daily chemical tests; 7. Ensure that the chemicals needed for water treatment are readily available and notify the Technician in-charge in time for any re-orders; 8. Monitor water quality at the inlet; 9. Monitor water pumps and standby generators and report malfunctioning; 10. Train and supervise interns / students on attachment; |

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| Customer Experience Assistant II | <ul style="list-style-type: none"> ➤ Academic Qualifications; Diploma Business Administration, Public Relations, Social Sciences or any other relevant and equivalent qualification from a recognized institution. ➤ Previous relevant work experience; a minimum of 1 years in a relevant field. ➤ Job Description; <ol style="list-style-type: none"> 1. Receive and respond to customer calls, emails, SMS, and walk-in inquiries professionally and promptly. 2. Register customer complaints, service requests, and inquiries in the customer management system. 3. Provide customers with information regarding billing, water supply interruptions, disconnections, reconnections, and company services. 4. Follow up on reported complaints and provide customer feedback within stipulated timelines. 5. Capture and update customer data accurately in the billing and customer information systems. 6. Generate daily, weekly, and monthly call centre activity reports. 7. Assist in data cleaning and validation exercises for customer databases. 8. Process billing adjustment requests as authorized. 9. Support debt management activities through customer reminders account follow-ups and drafting demand letters for issuance. 10. Escalate abnormal billing cases and suspected illegal connections for further investigation. 11. Liaise with technical, billing, meter reading, and field teams regarding customer issues requiring field action. 12. Escalate unresolved complaints to the relevant departments. 13. Communicate service interruptions and maintenance notices to customers. 14. Ensure confidentiality and security of customer information. |
| Legal Services Assistant II | <ul style="list-style-type: none"> ➤ Academic Qualifications; Paralegal Diploma in Law (Dip Law), from a recognized institution ➤ Fulfill the requirements of Chapter Six of the Constitution ➤ Previous relevant work experience; A minimum of 1 year of relevant work experience ➤ Job description: <ol style="list-style-type: none"> 1. Assist to Carry out the legal due diligence on customers, contractors, suppliers before formal engagement; 2. Assist to obtain information required on case files and preparing reports 3. Identifying legal and compliance risks; 4. Assist in preparing status reports for pending/concluded matters; |

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| <ol style="list-style-type: none">5. Assist in Undertaking court case preparation work such as interviewing witnesses, and taking depositions;6. Assist in preparing pre-trial briefs and preparing draft pleadings for filing7. Assist to obtain information required on case files and communicates to the external advocates;8. Assist to obtain Information needed for due diligence and carrying out due diligence;9. Ensure the Court diary is well maintained;10. Review and verify documentation vis-à-vis historical information contained in individual case files;11. Obtain information required on case files and communicating to the supervisor; |
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If you meet the above criteria, we encourage you to apply. Please submit your application in soft copy to hr@nyewasco.co.ke, attaching all relevant documents in a single PDF file, or deliver a hard copy clearly addressed as follows, indicating the position applied for at the top right-hand corner of the envelope:

Managing Director
Nyeri Water and Sanitation Company Ltd
P.O. Box 1520 - 10100
NYERI

Note:

1. Closing Date: **Friday, 12th June at 5:00 p.m.**
2. Only shortlisted candidates will be contacted.
3. NYEWASCO does not charge any fees at any stage of the recruitment process.