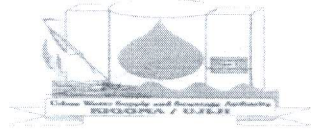


URBAN WATER SUPPLY AND SANITATION AUTHORITY KIGOMA/UJIJI



Date: 07th December, 2017

I. BACKGROUND

Kigoma/Ujiji Urban Water Supply and Sanitation Authority (KUWASA) is an Autonomous Utility which was established under section 3(1) of Water Works Act, Cap. 272 as repealed by the Water Supply and Sanitation Act. No.12 of 2009. KUWASA has the overall responsibility of operations and management of portable, clean and safe water and sanitation services in Kigoma/Ujiji Municipality. KUWASA performs its duties under supervision of the Board of Directors.

KUWASA is hereby inviting applications from energetic, dedicated, qualified, motivated, experienced and performance driven Tanzanians to fill the vacant posts under part III hereunder;

II. GENERAL CONDITIONS

1. All applicants must be Tanzanians
2. All applicants must attach birth certificate
3. The post applied for must be written on the heading of application letter and on the top of enclosed envelop.
4. Applicants must attach a detailed Curriculum Vitae (CV) with address and registered phone numbers together with names of three referees.
5. All applications must be attached with certified academic certificates of form four, form six for those who reached this level and certificates on different trainings regarding qualifications of relevant post..
6. Applicants currently employed in the public service should route their applications through their respective employers.

7. Applicants who are employees in the Public Service should adhere to Government Circular Na. CAC. 45/257/01/D/140 dated 30th November, 2010.
8. Applicants must be computer literate.
9. All posts are on contract basis which are renewable subject to previous contract work efficiency and good performance.
10. Transcripts, testimonials, provisional results, statement of results of form iv and form vi are not acceptable.
11. Applicants should be not more than 45 years of age.
12. Submission of forged documents or information shall result into serious legal consequences.
13. Applicants are required to send their applications not later than three weeks after publication of this advertisement.
14. Submission of application by hand to KUWASA is not allowed.
15. The applicants who pursued their education abroad must have their certificates certified by responsible Authority (TCU and NECTA).
16. Only shortlisted candidates will be informed on a date for interview.
17. Attractive salary and fringe benefits as per KUWASA incentives scheme will be offered to the successful candidates.
18. The remuneration package shall be in accordance with KUWASA salary structure/Scale per month.
19. Application can be made in either English or Kiswahili not later than 1st, January, 2018 to;

The Managing Director,
Kigoma/Ujiji Urban Water Supply and Sanitation Authority (KUWASA),
P.O.Box 812,
KIGOMA.

III. VACANCIES

1.0 JOB TITLE: CUSTOMER SERVICE OFFICER (1 POST)

1.1 Key roles and responsibilities

- (i) Attend customer complaints/inquiries/comments, and channeling them to the appropriate section and make follow up to ensure timely settlement to the satisfaction of the customer;
- (ii) Market water and wastewater services;
- (iii) Sensitize customers for timely payments, appropriate use of water and wastewater services and protection of water and wastewater infrastructure;
- (iv) Maintain and amend customer information;
- (v) Monitor proper implementation of Client Service Charter; and
- (vi) Conduct customer survey to identify urban poor for free water service and ensure proper provision of the service.

1.2 Personal Specifications, Qualifications and Experience

- (I) Bachelor's degree or Diploma in the field related to Customer Services or Public Relations or Mass Communication.
- (II) Should have a minimum of 3 years customer care experience in a recognized institution.
- (III) Demonstrate commercial acumen and customer centered.
- (IV) Strive to attain a continual standard of high level of internal and external customer satisfaction in all areas.
- (V) Effective communication skills and proven ability to work effectively in a team environment and independently.
- (VI) Able to demonstrate the ability to influence and persuade others to increase customer focus and service.
- (VII) Sound written and verbal communication skills in both English and Kiswahili.
- (VIII) Ability in negotiation and motivational skills.
- (IX) Be a role model for excellent customer service.

1.3 Remuneration

Remuneration package according to KUWASA salary structure/scale.

2.0 JOB TITLE: PRODUCTION, MAINTENANCE AND REPAIR ENGINEER (1 POST)

2.1 Key roles and responsibilities

- (i) Abstract water, treat to the required standards and transmit to the distribution system;
- (ii) Inspect and conduct routine preventive maintenance for pumping machines, and other electromechanical equipment;
- (iii) Prepare and conduct refresher training for pump and plant operators;
- (iv) Conduct daily analysis of water pumps and the associated electromechanical equipment;
- (v) Monitor the performance of the water production system and other associated machine and equipment and supervise their maintenance; and
- (vi) Prepare periodical reports and statistics on the performance of the plant and water chemicals.
- (vii) Carry out regular/routine inspection of pumps, machines, motor vehicles and equipment;
- (viii) Prepare preventive maintenance schedule of plants, machines, equipment and motor vehicles and supervises implementation of the same;
- (ix) Prepare pumps and other machines/plants operating manual/memo to guide operators and staff responsible for maintenance in their duties;
- (x) Liaise with TANESCO to ensure constant power supply to the water production and distribution systems and ensure immediate repairs and restoration of power whenever failure occurs;
- (xi) Prepare list of materials and spares required for maintenance and repair works;
- (xii) Equip all pump motors with reliable gadgets to protect them from being damaged in case of power shocks/fluctuations;
- (xiii) Record operation and working conditions of plants, machines, equipment, motor vehicles and other electromechanical equipment;
- (xiv) Assess and recommend the replacement needs for plants, machines, motor vehicles or their parts whenever their respective performances have decreased;

- (xv) Manage all electromechanical equipment at all pumping stations to ensure that they are in good and proper operative condition all the time, carry out regular/routine inspections, repair any faults and reporting any malfunctioning equipment;
- (xvi) Supervise testing of repaired motor vehicles and submits reports to Technical Manager;
- (xvii) Open job cards for every maintenance and repair works undertaken;
- (xviii) Prepare periodical reports on maintenance and repair works as required by management;
- (xix) Recommend machines, equipment and motor vehicle requiring external garage maintenance and repair works;
- (xx) Certify maintenance and repair works undertaken by external garage maintenance and repair works; and
- (xxi) Inspect and certify purchased machines, transport facilities, pumps and all electrical equipment and prepare reports.

2.3 Personal Specifications, Qualifications and Experience

- (I) Degree or Advanced Diploma in Electromechanical Engineering from recognized University or Technical College.
- (II) Registered with the Engineers Registration Board of Tanzania.
- (III) Computer literacy including software knowledge on plant operation, maintenance and repair is an added advantage.
- (IV) Should have a minimum of 3 years experience working in the field of electromechanical engineering in a recognized institution and at least 1 year in water supply and sanitation field.

2.4 Remuneration

Remuneration package according to KUWASA salary structure/scale.