



## **EASTERN WATER & SANITATION COMPANY LIMITED**

### **JOB OPPORTUNITY**

Eastern Water and Sanitation Company Limited was incorporated as a private company limited by shares, under the Companies Act (Cap 388 of the Laws of Zambia) on 12<sup>th</sup> May 2008. The Company's mission is to uplift the living standards of all our customers through the exceptional provision of safe, adequate and affordable and environmentally friendly water supply and sanitation services to the existing and potential clients in the urban and peri-urban areas of Eastern Province. In order to achieve its mandate Eastern Water and Sanitation Company is advertising for the position of **Customer Service Assistant** to be based in Petauke.

**POSITION TITLE: CUSTOMER SERVICE ASSISTANT (GRADE G3- REQUIRED NO. 1)**

#### **JOB PURPOSE**

The main purpose of the job is to collect meter readings, attending and resolving customer complaints, serving of bills and notices, carrying out repairs and maintenance works on the water supply and sewer network pipes and accessories in order to ensure continuous distribution of supply of water and sanitation services to the customers and members of the public.

#### **EDUCATION / QUALIFICATIONS**

- Grade 12 Certificate with at least 5 'O' levels including English & Mathematics
- Certificate in a business-related course or in Plumbing.
- Computer Literate
- Not less than 1 year experience.

Only those candidates who meet the above requirements should submit their hand written application letters, CVs and day-time telephone numbers to: -

**Human Resources and Administration Manager  
Eastern Water and Sanitation Company Limited  
PO Box 510464  
CHIPATA**

Applications should reach EWSC Office not later than May 29, 2026

Application URL: <https://jobs.ewsc.co.zm>

***Relief staff currently working at Eastern Water are equally encouraged to apply.***

*Eastern Water and Sanitation Company Limited upholds a non-discriminatory and equal opportunity policy in its recruitment processes.*



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### **JOB OPPORTUNITY**

Eastern Water and Sanitation Company Limited (EWSC) is Commercial Water Utility Company providing water and sanitation services in Eastern Province. The company requires the services of a **GEOGRAPHIC INFORMATION SYSTEMS OFFICER (x1)** who should be prepared to start work at the shortest possible time. The position requires a dynamic, self-motivated person to be based Head Office in Chipata.

#### **JOB PURPOSE**

The main purpose of the job is to manage Geographic Information System and provide accurate geospatial data management and analysis that supports asset management, efficient planning, operation and maintenance of water supply and sanitation infrastructure and to enable evidence-based decision making for non-revenue water reduction and service delivery improvement across the utility's service areas.

#### **EDUCATION / QUALIFICATIONS**

- Grade 12 Certificate with at least 5 'O' levels including English & Mathematics
- A Bachelors Degree in one of the following: -
  - Geomatics / Surveying, Environmental Engineering or Equivalent Qualifications
- Must have Technical Skills in some of the following: -
  - GIS Software (ArcGIS Pro/ ArcMap, QGIS, ERDAS, ENVI)
  - Database: PostGIS, SQL Server, Oracle Spatial
  - Water specific tools: EPANET, Water GEMS, ArcHydro, QWater
  - Remote Sensing: Landsat/Sentinel processing for land use, leakage detection
  - Programming: Python for ArcPy, JavaScript for web – GIS.
- Not less than 3 years post qualification GIS experience, with at least 1 year in utility GIS or Water distribution networks, engineering or infrastructure environment.
- Valid registration and subscription with EIZ or Surveyors Institute of Zambia (SIZ) where applicable are a must.

Only those candidates who meet the above requirements should submit their hand written application letters, CVs and day-time telephone numbers to: -

**Human Resources and Administration Manager  
Eastern Water and Sanitation Company Limited  
PO Box 510464**

**CHIPATA**

**Or**

**Via email: [hr@ewsc.co.zm](mailto:hr@ewsc.co.zm)**

NB: Applications can also be submitted through Eastern Water District Managers' Offices in the districts where EWSC has presence.

Applications should reach EWSC Office not later than May 26, 2026 by 17:00 hours.

*Eastern Water and Sanitation Company Limited upholds a non-discriminatory and equal opportunity policy in its recruitment processes.*