EASTERN WATER AND SANITATION COMPANY LIMITED

JOB OPPORTUNITIES

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 12th 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 following positions to be based at Chipata District office.

1. COMMERCIAL ASSISTANT (GRADE G 1-REQUIRED NO. 1)

JOB PURPOSE

To provide administrative and operational support to the Commercial Department in the management of customer accounts, billing, revenue collection, debt management and customer relations, with the objective of enhancing revenue generation, improving customer satisfaction and promoting efficient delivery of water supply and sanitation services.

KEY RESPONSIBILITIES

- Assist in the implementation of commercial policies, procedures and strategies aimed at improving revenue generation and collection.
- Assist in the preparation, verification and processing of customer bills.
- Monitor customer accounts and follow up on outstanding balances to improve revenue collection.
- Support debt collection activities through customer follow-ups, reminders and payment arrangements in accordance with company procedures.
- Attend to customer enquiries, complaints and billing disputes and facilitate timely resolution.
- Conduct customer visits and account verifications where necessary.
- Assist in monitoring commercial performance, water sales, billing efficiency and revenue collection.
- Prepare periodic commercial reports, schedules and statistical information.
- Maintain accurate customer records, commercial documentation and filing systems.

QUALIFICATIONS AND EXPERIENCE

- Full Grade 12 School Certificate with at least five (5) credits, including Mathematics and English.
- Diploma in Business Administration, Marketing, Commercial Studies or any other relevant business-related qualification.
- A Bachelor's Degree in related field will be an added advantage.
- At least two (2) years of relevant working experience in commercial operations, revenue collection, customer service, sales management.

Only those candidates who meet the above requirements should submit application letter and CVs to :-

The Human Resources and Administration Manager

Eastern Water and Sanitation Company Limited

P.O Box 510464

CHIPATA

Applications should reach EWSC Office by close of business on 30th November, 2026

Applications should be submitted via the EWSC Job Portal: https://jobs.ewsc.co.zm