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. BILLING OFFICER (GRADE S6 -REQUIRED NO 1)

To ensure accurate, timely and efficient billing of water supply and sanitation services through effective management of customer consumption data, meter readings, billing records and revenue-related information and support revenue collection efforts by ensuring that customers are billed correctly and that billing discrepancies are promptly investigated and resolved.

KEY RESPONSIBILITIES

- Prepare, process and generate accurate customer water and sanitation bills within the prescribed billing cycles.
- Receive, verify, capture and process water meter readings in the billing system.
- Review customer consumption patterns and identify unusual consumption, estimated readings, zero consumption and possible meter inaccuracies.
- Ensure that all customer accounts are correctly maintained and updated in the billing system.
- Investigate and resolve billing queries, complaints and discrepancies in liaison with relevant departments.
- Prepare and maintain accurate billing reports, schedules and records.
- Monitor unbilled accounts, inactive accounts and accounts with abnormal consumption.
- Ensure that new customer connections, disconnections and reconnections are correctly reflected in the billing system.
- Ensure timely processing of adjustments, reversals and corrections in accordance with approved procedures.
- Ensure compliance with the Company's billing policies, procedures and applicable regulatory requirements.

QUALIFICATIONS AND EXPERIENCE

- Grade 12 School Certificate with at least five (5) credits or better, including Mathematics and English.
- Bachelor's Business Administration/Commercial Studies or a related field.
- At least fours (4) years' relevant working experience in similar position
- Experience working in a water utility or service-oriented organisation will be an added advantage.

SKILLS REQUIREMENT

- Good understanding of billing processes and revenue management.
- Computer literacy, particularly Microsoft Excel and Word.
- Experience in the use of billing systems or Enterprise Resource Planning (ERP) systems.
- Strong numerical, analytical and problem-solving skills.
- Excellent attention to detail and accuracy.
- Good communication and interpersonal skills.
- Ability to work under pressure and meet strict billing deadlines.

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