



COMMERCIAL MANAGER POSITION- (ONE POST)

Reports to: Managing Director.

In charge of: Finance and Commercial operations of the company

Responsible for: Revenue Officer, Finance Accountant, Management Accountant, Metering Officer and Customer Relations Officer

Overall responsibility

- I. On Commercial services, the position will be responsible for leading and managing all commercial functions namely; revenue generation, billing and collections, customer service relations, new connections applications and metering, market development, and commercial strategy.
- II. On Financial matters, the position will provide strategic financial leadership, oversee budgeting, accounting, financial and management reporting, ensure tight internal controls, and support management decision making in the delivery of reliable water and sanitation services.
- III. Develop long-term business strategies and operating plans for the department which are in line with Strategic Plan and Business Plan.

Key Responsibilities-Finance:

1) Financial Planning, Budgeting & Control

- a) Lead the preparation of annual budgets, medium-term financial plans, and forecasts in line with the company's Strategic and business plans.
- b) Monitor budget performance, analyze variances, and advise the MD and other Managers on the corrective actions.
- c) Support tariff implementation in line with regulatory approvals and appropriately and in a timely manner provide financial modelling to ensure tariff review to guarantee company's cost recovery and sustainability.

2) Financial Reporting & Accounting

- a) Oversee preparation of timely and accurate financial statements and accounts in accordance with applicable accounting standards and regulatory requirements.
- b) Ensure proper maintenance of books of accounts, asset registers, and financial records.
- c) Prepare periodic management reports for appropriate senior Management team's decision making as well as for the Board of Directors.

3) Revenue, Cash Flow Management and management of payables

- a) Oversee revenue accounting, receipting, banking, and timely reconciliation processes.
- b) Manage cash flow, working capital, and liquidity to ensure operational continuity.
- c) Management of payables, banking relationships and advising the MD and Procurement section on the needed commitments to ensure sufficient supply of goods and services for stable operations.

4) Internal Controls, Risk & Compliance

- a) Establish and strengthen internal control systems to safeguard company assets and prevent fraud, waste, and abuse.
- b) Ensure compliance with statutory requirements (tax, statutory deductions, audit requirements) and sector regulations.
- c) Coordinate internal and external audits and ensure timely implementation of audit recommendations

5) Strategic & Corporate Support

- a) Provide financial advice to management on investment decisions, projects, and strategic initiatives.
- b) Support development of business cases, funding proposals, and partnerships with financiers and development partners.
- c) Develop and or review department's` finance related policies, plans and Standard Operating procedures (SOPs)
- d) Oversee financial aspects of donor funded programs, capital investments/projects.
- e) Contribute to corporate strategy, performance contracting, and regulatory reporting.

Key Responsibilities-Commercial:

1) Revenue Management & Financial Performance

- a) Develop and implement strategies towards reduction of Commercial Non-Revenue Water (NRW) related losses.
- b) Develop and implement strategies to improve both growth in revenue & collection efficiency.
- c) Develop and implement strategies on reduction of receivables to allowable levels/ standards.
- d) Oversee billing, invoicing, and collection processes with a bias for bill accuracy & timeliness of dispatch and collection of invoices.
- e) Monitor commercial performance indicators and prepare periodic reports for management.

2) Customer Service Management

- a) Oversee customer care operations including complaints handling, service requests, and customer engagement.
- b) Develop customer service standards and ensure compliance.
- c) Carry out regular surveys to get feedback from the customers
- d) Build strong relationships with key stakeholders including consumers, through regular and consistent communication through mainstream media, social media and regular Barazas

3) Metering, Connections & Commercial Operations

- a) Oversee new consumer metering programs, timely disconnections, and reconnections in accordance with company policy.
- b) Ensure accurate customer data management and billing systems integrity supported by others such as the ICT Section.
- c) Develop and implement strategies towards reduction of inactive/dormant accounts

4) Commercial Strategy & Business Development

- a) Develop and implement the company's commercial strategy aligned with corporate objectives.
- b) Identify opportunities for revenue growth, market expansion, and service uptake.
- c) Lead initiatives to improve affordability, customer segmentation, and service penetration.

5) Compliance, Policies & Governance

- a) Ensure compliance with sector regulations, service charters, and company policies.
- b) Develop and review commercial policies, procedures, and standard operating procedures (SOPs).
- c) Support audits and implement recommendations related to commercial operations.

6) Leadership & Team Management

- a) Lead, mentor, and develop the department's team (metering, billing, revenue collection, and Finance and customer service).
- b) Set performance targets, appraise staff, identify training needs of the departmental staff and build a performance-driven culture.
- c) Promote integrity, accountability, and customer-focused service delivery.

Job Specifications:

- a) Bachelor's Degree in either Commerce, Accounting, Finance or Economics from an institution of higher learning recognized in Kenya.
- b) Have attained CPA(K) and a member of ICPAK in good standing
- c) At least eight (8no) years relevant working experience after graduation in matters Finance and or Accounting
- d) Experience in budgeting, Financial Reporting and or Audits
- e) At least five years' relevant experience at a supervisory level/position.
- f) Proficiency in use of ERP, financial modelling tools and MS office.
- g) Experience in the Water Sector or public sector will be an added advantage.
- h) Must satisfy the requirements of chapter six of the constitution of Kenya 2010 on Leadership and integrity through provision of; -
 - 1) Current and valid certificate of good conduct from Directorate of Criminal Investigation Department
 - 2) Current and valid Tax compliance certificate from Kenya Revenue Authority
 - 3) Clean and current report or clearance certificate from an approved credit reference Bureau (CRB)
 - 4) Clearance from the Ethics and Anti-Corruption Commission (EACC)
 - 5) Clearance Certificate from Higher Education Loans Board (HELB)

Other key skills

- 1) Strong financial management and analytical skills.
- 2) High integrity and strong understanding of internal controls and governance.
- 3) Strategic thinking and business acumen.
- 4) Excellent negotiation, communication and presentation skills.
- 5) Leadership and people management skills.
- 6) Analytical and problem-solving skills with ability to use data for decision-making.
- 7) Strong customer service orientation.

Terms of Service:

The appointment will be on a three year fixed term contract.

Application instructions:

Interested candidates should forward their application package comprised of cover letter, updated CV, academic and professional certificates and copy of National Identity card indicating their email, telephone contact, current and expected salary in a sealed envelope clearly marked the position applied for on one corner of the envelope.

Application to be addressed to: -

**THE MANAGING DIRECTOR,
OTHAYA-MUKURWEINI WATER AND SANITATION PLC
P.O BOX 482-10106.
OTHAYA**

Applicants are encouraged to apply through post office, courier or hand deliver at OMWASCO PLC Head Office in Othaya Town and send a soft copy of the same to cm2026recruitomwasco@gmail.com

Closing date and time of submission of application:

Tuesday the 4th of May 2026 at 12pm

NOTE

Women and persons living with disability are encouraged to apply.

Persons from all parts of Kenya are encouraged to apply.