



### **VACANCY ANNOUNCEMENT**

#### **ACCOUNTS / BILLING / CUSTOMER SERVICE INTERNS (2 Positions)**

**Duration:** One (1) Year

**Terms:** Monthly stipend of KES 25,000 (subject to applicable statutory deductions)

#### **Job Purpose**

To support accurate water billing, accounting, and effective customer service by managing customer accounts, generating correct bills, resolving customer inquiries and complaints, and maintaining accurate financial and billing records in line with Company policies and regulatory requirements.

#### **Key Duties and Responsibilities**

- Verify meter readings and generate monthly water bills, including occasional field visits.
- Process billing adjustments, corrections, and account updates as approved.
- Attend to customer inquiries, complaints, and service requests and ensure timely resolution.
- Open, update, and close customer accounts in accordance with Company procedures.
- Maintain accurate customer billing, accounting, and complaint records.
- Assist in revenue reporting and identify abnormal consumption or billing anomalies.
- Liaise with technical teams to resolve meter, billing, and customer-related issues.
- Assist in the preparation and processing of payment vouchers, invoices, and receipts.
- Support maintenance of accounting records, ledgers, and cashbooks.
- Assist with bank reconciliations and revenue recording.
- Support filing, custody, and retrieval of financial and billing documents.
- Adhere to Company policies, internal controls, and WASREB guidelines.
- Perform any other duties as may be assigned by the supervisor from time to time.

#### **Minimum Qualifications and Requirements**

- Bachelor's Degree in Business Administration or a related field from a recognized institution.
- CPA qualification at least **Part II**.
- Proficiency in Microsoft Office applications, particularly **Microsoft Excel**.
- Knowledge of basic accounting principles and public sector financial procedures.
- High level of integrity, confidentiality, and accountability.
- Good communication and interpersonal skills.
- Possession of a valid **motorcycle riding license** will be an added advantage.

#### **How to Apply**

Interested candidates should submit an **application letter**, **Curriculum Vitae**, and **copies of academic certificates** to reach the undersigned **on or before 23<sup>rd</sup> January 2026**.

#### **Addressed to:**

The Acting Managing Director

Kiambere Mwingi Water and Sanitation Company

P.O. Box 656-90400, MWINGI

**Or**

**email applications to:**

[info@kimwasco.co.ke](mailto:info@kimwasco.co.ke)

*The Company is an equal opportunity employer. Canvassing will lead to automatic disqualification. Only shortlisted candidates will be contacted.*