

DISTRIBUTION AND SALES MANAGER

Job Description

Job Title:	-	Distribution and Sales Manager
Department:	-	Distribution and Sales
Position reports to:	-	Managing Director
Job Titles of Persons Supervised	-	a) Water Superintendent b) Sales & Customer Care Superintendent c) Pro-poor Officer d) NRW Supervisor

Grade

NWC 2

1 Job Summary:

The position is responsible for all the activities of the water utility regarding distribution and sales. This is from the production meters until the customer meters (meter reading). This implies that the responsibility of Non-Revenue Water lies with this position. The Distribution & Sales Manager will delegate these responsibilities between the zonal officers and Line Inspection Team.

2. Overall objectives:

- a) Non-Revenue water management
- b) Customer care management
- c) Marketing
- d) Sales
- e) Distribution management
- f) GIS management

3. Key Duties and Responsibilities:

- a) Non-Revenue water management
 - 1. Strategy development
 - 2. Strategy implementation
 - 3. Budget monitoring (Plan, Do, Check, Act)

- b) Lead a team of zonal officers
- c) Customer service charter development & implementation
- d) Marketing plan development & implementation
- e) Sales plan development & implementation
- f) Network maintenance plan development & implementation
- g) Give input into hydraulic model
- h) GIS development and implementation

Specific Duties/Responsibilities

- a) Develop plans (long and short term) geared toward improvement of water and sewer distribution network and extensions.
- b) Shall be directly responsible for management of any project within the water and sewer distribution network.
- c) Oversee the activities of the Distribution Sections/ Zones to ensure the water supply network and sewer reticulation is well maintained and free of malfunctions such as leakages, bursts, poor water supply, blockages, illegal connections etc and that performance targets are achieved.
- d) Develop and implement strategies, procedures, processes and work plans required for effective operation and maintenance of the water and sewer distribution network.
- e) Develop and ensure Planned Preventive maintenance programmes for the water and sewer transmission and distribution mains are carried out timely and effectively.
- f) Develop and implement effective and proactive illegal use reduction and leak detection programs.
- g) Ensure timely response to reported network anomalies, prepare a daily reconciliation report on the reported anomalies vs. resolved anomalies and submit to the MD.
- h) Ensure that good water quality in the distribution network is maintained by routine flushing of mains and adoption of good water mains and service line repair practices.
- i) Analyze network performance (e.g. network pressures, frequency of leaks and bursts Vs areas / particular pipes) and advise Management on suitable remedial measures.
- j) Carry out network balancing through continuous reservoir level monitoring; and pressure and flow measurements to enhance supply reliability.
- k) Plan and implement viable network extensions, renewals and rationalizations to increase the customer base and improve on service reliability.
- l) Ensure sound occupational health and safety practices are maintained for all activities in the section
- m) Liaise with Zonal Officers to ensure that technical operations at the Zone level are carried out effectively.

- n) Shall physically update network maps and ensure that the soft copy maps are up to date.
- o) Prepare a monthly report to the MD on the areas under his supervision - highlighting achievements, Challenges and proposed way forward if any.
- p) Ensure effective analysis of customer consumption data and liaise with other stake holders in order to generate cases for field investigation by the inspection Unit.
- q) Prepare and present departmental budget to the MD for consideration and incorporation into the company budget.
- r) Carry out staff performance reviews and appraisal.
- s) Involvement in the monitoring and evaluation of the company performance as a key resource person.
- t) Manage departmental administrative duties.
- u) Perform any other lawful duties relevant to this role as may be assigned from time to time

Job Specifications: :

- Education qualification: - Bachelor's degree in Engineering/Technical or related Field with relevant commercial management experience.
- Professional qualification: -
 - a) Post graduate diploma in Business Management preferably Marketing.
 - b) Registerable by the KETRB or EBK
 - c) Member of the IEK or IET
- Other competencies: -
 - a) Ability to pay attention to detail
 - b) Good appreciation of ICT systems
 - c) Good report writing skills
 - d) Strong interpersonal skills
 - e) Self-drive with diligence, honesty, discipline and responsibility
 - f) Demonstrable good leadership and strong management skills with the ability to work under minimal supervision.
- Work Experience - At least three (3) years working in a management or supervisory position in a commercial environment.

4. PERFORMANCE INDICATOR

- a) Non-Revenue Water Management
 - Reduction of NRW in %
 - Reduction of NRW in liters/connection/day

- Compliance with NRW plan
- b) Customer care management
 - Compliance with the customer service charter
- c) Marketing
 - Compliance with the marketing plan
- d) Sales
 - Number of customers
 - Volume of water sold
- e) Distribution management
 - Compliance with the network maintenance plan
 - Hydraulic management

5. CONTACTS ARISING FROM THE JOB

(List contacts which exert significant influence on the work of the jobholder)

Within the Organization

- a) Managing Director
- b) All other managers
- c) All staff

Outside the Organization

- a) Clients/Customers
- b) Water Services Providers Association,
- c) County Government
- d) Other institutions as may be directed by the Managing Director

6. AUTHORITY/DECISION MAKING

The individual makes recommendations to the Managing Director on issues relating to Distribution & Sales and general administration in the Distribution & Sales Department within the organization.

7. SPECIAL WORKING CONDITIONS

The individual works within an office setup but with frequent visits to sites.