

Employment Opportunities at EWURA CCC, February 2018



NAFASI ZA KAZI/AJIRA

VACANCY ANNOUNCEMENT

The EWURA Consumer Consultative Council (EWURA CCC) is a Council established under Section 30 of the Energy and Water Utilities Regulatory Authority (EWURA) Act, Cap 414 of the laws of Tanzania. The main function of the Council is to protect the interests of consumers of the EWURA regulated goods and services.

EWURA CCC has Regional Consumer Committees (RCCs) established in 26 regions in Mainland Tanzania.

In its resolve to increase outreach to consumers in the grassroots across the country and enhance effectiveness, EWURA CCC intends to recruit suitably qualified Tanzanians to fill vacant positions at its Head Office and RCCs' offices in Arusha, Geita, Mara, Tabora, Ruvuma and Singida as follows:

1.0 Post Title: Customer Care cum Office Management Assistant (COMA);
Duty Station: Arusha, Geita, Mara, Tabora, Ruvuma and Singida;
Available Vacancies: 6;
Reporting to: Advocacy Officer

Customer Care cum Office Management Assistant will be responsible for general office administration, as well as handling consumer-related complaints and enquiries.

1.1 Duties and Responsibilities:

- i. Raising awareness on consumer rights and obligations as well as promoting activities of the Council and the regulated industry as a whole;
- ii. guiding and assisting consumers of EWURA regulated goods and services in lodging complaints and channeling the same to appropriate Authorities for settlement;
- iii. following up on complaints lodged/channeled to see to it that appropriate action is promptly taken;
- iv. receiving, responding or referring any enquiries or complaints from consumers of EWURA

- regulated goods and services;
- v. facilitating the proper functioning of RCCs;
 - vi. accounting for funds disbursed for the Council's activities;
 - vii. preparing and submitting weekly, monthly, quarterly and annual progress reports for activities that fall under his/her docket; and
 - viii. taking good care of Council properties.

1.2 Academic Qualifications and Experience

The aspirant for the post must have the following qualifications and experience:

- Possession of at least a Degree or equivalent in Business Administration, Community Development, Sociology, Mass Communication, Law or Education from a recognized institution;
- possession of at least one year working experience with a demonstrable knowledge in customer care, office management or front office operations;
- computer literacy in particular window operation systems;
- excellent writer and verbal communication skills in both Kiswahili and English;
- ability to articulate the vision of the Council to different audiences and;
- working experience in the energy and water sectors will be an added advantage;

2.0 Post Title: Administrative Assistant cum Receptionist

Duty Station: EWURA CCC Head Office in Dar es Salaam

Reporting to: Administrative & Human Resource Officer

Available Vacancy: 1

Administrative Assistant cum Receptionist will be in charge of front office operations, reception and a range of other administrative tasks.

2.1 Duties and Responsibilities:

- i. Attending incoming visitors such as customers, suppliers and other guests while ensuring that they sign in visitors' book;
- ii. Receiving incoming calls, responding to, or directing them accordingly;
- iii. Handling incoming and outgoing mails and maintaining a record of the same;
- iv. Maintaining registers for visitors and staff attendance;
- v. Ensuring that the reception, and entire office set up is kept clean, tidy and attractive;
- vi. Monitoring stock levels for stationaries, pantry stuff and other consumables and place orders for replenishment when deemed appropriate;
- vii. Providing general administrative and clerical support including scanning, faxing, photocopying, typing and binding documents;
- viii. Creating and maintaining electronic and conventional filing systems;
- ix. Assisting in scheduling and coordinating meetings, appointments and travel arrangements;
- x. Receiving, reviewing and compiling reports from Regional Consumer Committees (RCC);

- xi. Maintaining office petty cash float;
- xii. Performing any other duties as may be assigned by superiors.

2.2 Academic Qualification and Experience

The aspirant for the post must have the following qualifications and experience:

- Possession of a University Degree or Advanced Diploma in Office Management, Business Administration, Public Administration, Sociology, Human Resources Management, or Records Keeping Management;
- possession of at least one year working experience with a demonstrable knowledge in Administration, customer care, office management or front office operations;
- computer literacy, in particular, window operating systems;
- excellent written and spoken communication skills in both Kiswahili and English languages;
- ability to articulate the vision of the Council to different audiences.

2.3 Personal Attributes

In addition to the above skills and qualifications, the applicant is required to have the following attributes:

- i. Ability to work independently with minimal supervision;
- ii. Creative and spontaneous in serving customers;
- iii. Excellent interpersonal skills.

3.0 Terms of Employment

3 years contract renewable upon satisfactory performance.

EWURA CCC is an equal opportunity employer.

4.0 Mode Of Application

An application letter with curriculum vitae (CV) including e- mail address or day-time contact telephone/mobile number, two (2) recent coloured passport size photographs and photocopies of certificates together with names and contacts of two referees should be addressed to reach the undermentioned by **Friday, 09th March, 2018, at 1700 hours.**

Applications may be sent by post, e-mail, or hand delivery.

Only short-listed candidates meeting the above criteria will be invited for interview. If you do not hear from us within two weeks after the application deadline, you should consider your application unsuccessful.

Lobbying and canvassing for employment will not be entertained and may work to the candidate's disadvantage.

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