

## Job Description

### Job Content

- Title: Customer Relations Assistant – One Position
- Location: Netwas International Headquarters - Nairobi

### Job Summary

Reporting to the Executive Assistant – Programs, the job holder will provide leadership in customer care and support.

Key duties and responsibilities will include but not limited to:

- Provide secretarial support services as may be assigned;
- Organize and manage logistics involved in training activities and provide related support during the training;
- Market Netwas services through communication and follow-up with customers on scheduled activities as directed;
- Maintain and update a filing system as directed;
- Provide front office management services to customers;
- Any other duties which may be assigned from time to time.

### Job Context

The job involves travel and stay (25% of the time) out of Nairobi. The normal working week run from Monday to Friday for a period of 40 working hours, however, this may be extended as exigencies of duty may dictate. Netwas offices are fairly spacious and located in a leafy compound in the environs of Nairobi that offers conducive working environment.

### The Person

The minimum requirements for this position include:

- Advanced Certificate in Business Management or equivalent;
- At least three years experience in secretarial, receptionist, customer care and marketing
- Knowledge of reforms in the water and sanitation sector;
- Computer literacy particularly in MS Word, Excel, and Power point;
- Excellent inter-personal, facilitation and communication skills;
- Creative and results oriented able to work with minimum supervision;
- Fluency in French language will be an added advantage;
- Age between 35 and 42 years.

The position offers a career growth opportunity. Attractive terms will be negotiated with the successful candidates based on qualifications and experience. If you meet the above criteria, send your application **by email only** together with a detailed CV and copies of certificates, salary history, a day time telephone contact, and three referees including their telephone and email contacts on or before 11.59 p m. February 18<sup>th</sup>, 2009 addressed to the Executive Director at [jobs@netwas.org](mailto:jobs@netwas.org) with position title placed in the subject line. The CV should not exceed 4 – A4 size pages at font- size 12.

Applications will be treated in strict confidence. Only short-listed candidates will be contacted. Canvassing will read to automatic disqualification.