



EASTERN WATER & SANITATION COMPANY LIMITED

JOB OPPORTUNITIES

Eastern Water and Sanitation Company Limited (EWSC) is a Commercial Utility Company mandated to provide water and sanitation services in Eastern Province. The Company is committed to delivering efficient, reliable and customer focused services. requires the services of a **Commercial Plumber (1) a Customer Service Assistant (CSA)** who should be prepared to start work at the shortest possible time. The positions require a dynamic and self-motivated individuals to be based in **Lundazi** and **Chipata** respectively.

1. COMMERCIAL PLUMBER (x1)

Reports to: Commercial Service Officer

JOB PURPOSE

To undertake, in line with regulations and company policies, a variety of plumbing tasks related to commercial services including; new connections, maintaining 100% metering ratio on all customer connections, undertaking meter installations, implement disconnection / reconnection exercises, attending to customer complaints related to water supply issues, repairs and maintenance, network management, as well as ensuring that only customers without arrears are connected to supply.

QUALIFICATIONS

- Grade 12 Certificate with at least 5 'O' levels including English & Mathematics
- Full Craft Certificate in Plumbing
- 1 year experience in plumbing works
- Valid professional association membership

2. CUSTOMER SERVICE ASSISTANT (CSA)

Reports to: Customer Service Officer

JOB PURPOSE

The main purpose of the job is to collect meter readings, attending and resolving customer complaints, serving of bills and notices, assisting in customer sensitization, debt management and stakeholder engagement activities to boost collections, carrying out repairs and maintenance works on the water supply pipes and accessories in order to ensure continuous distribution of supply of water and sanitation services to the customers and members of the public.

EDUCATION / QUALIFICATIONS

- Grade 12 Certificate with at least 5 ‘O’ levels including English & Mathematics
- Certificate in Plumbing and Sheet Metal
- A qualification in business related studies will be an added advantage
- Computer Literate
- Not less than 1 year experience.

Only those candidates who meet the above requirements should submit their hand written application letters and copies of their academic / professional qualifications to the following address: -

**The Human Resource and Administration Manager
Eastern Water and Sanitation Company Limited
P.O Box 510464
CHIPATA**

Submit via email: EWSC Job Portal: <https://jobs.ewsc.co.zm>

Or

You can drop your applications at EWSC District Managers’ Offices in the districts where we have our presence.

Closing Date: November 5, 2026

Only shortlisted candidates will be contacted.

*****Eastern Water and Sanitation Company Limited is an equal opportunity employer.***