

POSITION TITLE: REVENUE SUPERVISOR

Department : Commercial
Reports to : Commercial Manager
Responsible for : Billing Clerks, Assistant Revenue Officer

OVERALL RESPONSIBILITY

To generate and ensure collection of revenue

OBJECTIVES

- Timely collection of revenue
- Timely availability of accurate revenue information
- Safe custody of accountable documents

DUTIES AND RESPONSIBILITIES

- Supervising and coordinating accurate and timely meter reading by billing and revenue staff.
- Overseeing daily revenue collection, banking, reconciliation, and proper recording in the revenue analysis registers.
- Monitoring and ensuring achievement of approved budgeted revenue collection targets.
- Supervising timely billing, printing, and distribution of customer bills in accordance with Company procedures.
- Coordinating and supervising timely disconnecting and reconnection of services as per Company policy.
- Ensuring accuracy, integrity, and proper maintenance of customer meters through regular inspections and audits.
- Coordinating investigations of abnormal high or low consumption cases and recommending corrective action.
- Ensuring safe custody, accountability, and control of all revenue-related and accountable documents.
- Preparing, reviewing, and submitting timely and accurate supervisory revenue reports to management.
- Identifying inactive or illegal connections and coordinating their reactivation or regularization.
- Supervising and ensuring timely resolution of customer billing disputes and complaints.
- Participating in the preparation of departmental budgets, revenue forecasts, and performance reports.
- Supervising, mentoring, and evaluating staff under his/her responsibility to enhance performance and compliance.
- Performing any other duties as may be assigned by the Commercial Manager from time to time.

EDUCATION AND SPECIFICATION

- Diploma in any business related field from a reputable institution
- Computer literate
- At least 5 years of proven experience in revenue mobilization

HUMAN RESOURCE MANAGER

Department : Human Resource & Administration
Reports to : Managing Director
Responsible for : All Employees

OVERALL RESPONSIBILITY

The officer is Responsible for supervising the development of the Human Resource strategies, policies and procedures; functions and operations of human resource department to promote efficiency and effectiveness that support the implementation of human resource planning, management, and development in line with the best practices, relevant employment legislations and company policies for purposes of actualizing achievement of Company's vision.

OBJECTIVES

- To attract, develop, and retain a competent and motivated workforce through effective human resource planning, performance management, and staff development.
- To ensure compliance with labour laws, policies, and best human resource practices while promoting fairness, discipline, and positive employee relations.
- To provide efficient human resource and administrative support services that enhance organizational efficiency, staff welfare, and achievement of the company's strategic objectives.

Duties and responsibilities.

- Participating in the day today administrative and operational functions of the Department
- Receive, analyze and follow up on employee grievances and complaints to ensure resolution as per the Human Resource Policy.
- Provide secretarial duties to various committees.
- Coordinate and conduct orientation and induction of internship/attachment programs as per the policies and procedures upon reporting.

- Administer staff separation schemes.
- Prepare and recommend disciplinary matters for the management of personnel through disciplinary committee for purposes of enhancing disciplinary control in the company.
- Verify and maintain human resource data and records to ensure safety, confidentiality and future reference.
- Monitor human resource metrics (turnover rates and cost per hire) to help make better hiring decisions.
- Mediate in the disciplinary procedure as an alternative disciplinary intervention to resolve, reduce or eliminate workplace disputes as outlined in the guidelines for mediation, conciliation and negotiation and in compliance with the prevailing labour laws and regulations.
- Prepare performance appraisal report to inform various human resource decisions in the Company.
- Manage, listen and endeavor to resolve grievances and complaints from staff to facilitate a peaceful and conducive working environment.
- Participate in the development and preparation of the departments work plan, budget, quarterly and annual reports to ensure smooth running operations in the company.
- Develop orientation programmes and oversees staff induction to ensure smooth transitioning and onboarding of new recruits; and
- Promotes a conducive working environment for staff

EDUCATION AND SPECIFICATIONS

- Bachelor's Degree in any of the following disciplines: Human Resource Management, Industrial Relations, Social Sciences or equivalent qualification from a recognized Institution.
- Higher Diploma in Human Resource Management from a recognized institution;
- Membership to IHRM or a relevant and recognized institution and in good standing; and
- Proficient in computer applications.
- At least five (5) years of relevant work experience, three (3) years of which must have been in supervisory role.

APPLICATION PROCEDURE

Interested and qualified candidates are invited to submit their applications comprising a **cover letter and detailed curriculum vitae (CV)**, clearly indicating the position applied for.

Applications should be sent **via email only** to:

info@katesandkatesconsultancy.org

All applications **must be received on or before 13th January 2026 at 5:00 p.m. (1700 hrs).**

Late applications will not be considered.

All application documents and attachments must be combined and submitted as one (1) PDF document. Applications submitted in multiple files or separate attachments will not be considered.

Only shortlisted candidates will be contacted.