

# **Energy and Water Utilities Regulatory Authority (EWURA)**

## **Employment Opportunity**

### **MANAGER, CUSTOMER SERVICES- 1 POST**

The Manager Customer Services will be responsible for overseeing the Authority's complaints handling obligation and monitor the complaints settlement procedure including chairing hearing sessions for the complaints received by the Authority and preparation of awards thereof.

#### **Duties and Responsibilities:**

- To assist the Director of Legal Services on the interpretation of statutes, international and local agreements having a bearing on the Authority's consumer dispute settlement functions;
- Under supervision of the Director of Legal Services, to be in charge of consumer complaints settlement obligation of the Authority;
- To advise and provide legal inputs in respect of consumer complaints settlement functions of the Authority;
- To chair the hearing sessions for consumer complaints lodged at the Authority;
- In collaboration with other Managers, to oversee all conducts related to complaints received from regulated suppliers, including giving legal advice and opinion on such complaints, hearing of the same and drafting of the respective awards;
- To assist in drafting various legal instruments;
- To assist in litigation matters involving the Authority, including preparing defences and appearing in court on behalf of the Authority;
- To conduct periodic review of the legal instruments governing the regulated sectors; and
- To conduct any other duties as may be assigned to him/her by the Supervisor.

#### **Qualifications Required:**

- Holder of a Bachelor degree in law, from a recognized university. Possession of postgraduate qualifications will be an added in advantage;
- Must be registered as Advocate of the High Court of Tanzania;
- Must possess a minimum of eight (8) years of relevant experience in a reputable organization; and

- Experience in regulatory matters will be an added advantage.

### **Other Attributes**

- Demonstrate an impeccable performance track record;
- Good communication and interpersonal skills;
- Knowledge and competence in Information and Communications Technology (ICT) application; and
- Highest degree of integrity.

### **TENURE AND REMUNERATION**

A competitive salary will be offered to the right candidate for the post. EWURA is an equal opportunity employer. Staff will be employed on a five (5) years renewable contract.

### **MODE OF APPLICATION**

Application letter with Curriculum Vitae (CV) including e-mail address or day time contact telephone number, together with photocopies of certificates and names and contacts of two referees should be addressed to reach the under-mentioned by 12<sup>th</sup> March 2010.

Only short listed candidates meeting the above criteria will be invited for interview. Lobbying and canvassing for employment will not be entertained.

Application letter should be addressed to:

**The Director General  
Energy and Water Utilities Regulatory Authority (EWURA)  
Samora Avenue, 6<sup>th</sup> Floor, Harbour View Towers  
(Former JIM Mall Building)  
P.O Box 72175  
DAR ES SALAAM**