



LUAPULA WATER SUPPLY AND SANITATION COMPANY LIMITED

ABOUT THE COMPANY

Luapula Water Supply and Sanitation Company Limited (LpWSC) is a Commercial Water Utility Company which was incorporated under the Companies Act (Cap 388 of the Laws of Zambia) as a limited liability company (by shares) in December 2008. LpWSC was specifically established to provide water supply and sanitation services to all the people in all the Areas of Luapula Province (Urban and Rural areas). Operations of the Company begun in 2009 and the Company is currently operating in Six (6) out of the Twelve (12) districts of the province, namely: Mansa, Samfya, Kawambwa, Mwense, Nchelenge and Chiengwe districts.

LpWSC now seeks to recruit high profile, self-motivated, innovative, honest, committed, adequately and appropriately experienced, dynamic, and skilled individuals to fill the following vacant positions.

1. EXECUTIVE ASSISTANT (G4) – 1 POSITION

Job Purpose

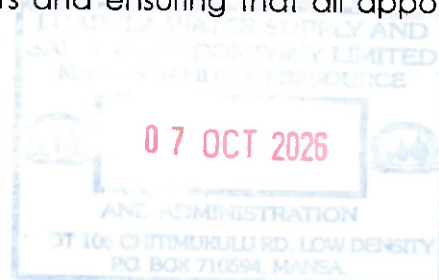
The position provides high-level administrative support, reporting and secretarial services to the Managing Director, seamlessly organizes the Managing Director's day-to-day operational activities, organizes events, projects meetings and is the point of contact among executives, employees, clients, and external partners.

Main Duties and Responsibilities (Principal Accountabilities)

- Provide a high-level of confidential and efficient personal and administrative support to the Office of the Managing Director, ensure provision of logistics and proper office management.
- Manage the Managing Director's Diary as well as the Corporate Events Calendar, online directory of business appointments and meetings, and exercise discretion in arranging, scheduling and confirming appointments for the Managing Director ensuring that appointment dates and scheduled times are suitable and never clashing.
- Receive and analyse correspondences, reports, emails and telephone calls requiring Managing Director's Feedback and provides feedback and professionally craft Draft Written Responses for Managing Director's clearance before such official feedback or information is given out.

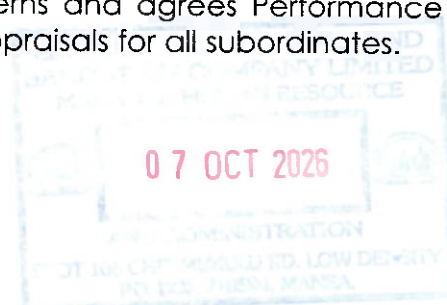


- Follow-up: Follow up on execution of Resolutions and Action Points from Meetings and prior Events.
- Arranges travel itineraries and logistics, including airline, road transport, hotel reservations, and related activities for the Managing Director, and person(s) in Managing Director's entourage and ensure that all related travel imprest is retired.
- Draft the Agenda for Meetings, Special Events and Working Sessions for the Managing Director
- Minutes: Attend Meetings, Events, Conferences, and Working Sessions, as assigned, for purposes of recording minutes, coordinating materials and logistics, and providing administrative support.
- Organize Meetings, Events and Reservations for the Managing Director's and Board Members and ensure proper set-ups for all such events.
- Board Activities: Monitor the approved Board Calendar and other Board Activities and assist in compiling Board Agenda items, board reports, discussion and decision papers and take Minutes.
- Ensures speedy delivery, distribution and tracking of all mails and documents using an Activity Log
- Type and proofread for correctness, a variety of correspondence (Letters, Memos, etc.), reports, memoranda, manuscripts, speeches, and notes for the Managing Director's further Action, both of routine and confidential nature.
- Take dictation using shorthand and transcribe, ensuring that spelling, punctuation and format are correct and submits to Managing Director.
- Receives, screens and records incoming letters, memos, faxes and e-mails and ensures that relevant background information is attached and that all such correspondences are brought to the attention of Managing Director for Guidance and are replied to within 48 Hours.
- Serves as a resource and liaison person amongst individuals, employees, clients, committees, and administrative functions, for timely, adequate, and effective conveyance and/or gathering of information required for the operations by the Office of the Managing Director and Company.
- Deliver a high level of customer service to both internal and external stakeholders, screening all visitors and ensuring that all appointments



are met and people who could be attended to by others officials are redirected to such officials.

- Ensure proper application of Communication and customer service Policy and charters.
- Support the delivery of projects identified within the Corporate Business Plan and Annual Work Plans in alignment with strategic organisational goals as well as in national development goals.
- Assists in project and business proposal writing and in the resource mobilization activities
- Track, monitor and ensure corporate compliance to various legal and regulatory requirements, including licenses, registrations, returns, etcetera.
- Assist in property management functions, including the maintenance of leases, facilities, equipment, key registers and property register.
- Identify opportunities for process improvements within existing business processes and systems, and work with relevant stakeholders to implement the identified required improvements.
- Keep track of all matters which are under litigation to ensure they are attended to by Counsels in an efficient and effective manner.
- Design and maintain a filing and indexing system that guides the receiving, coding, storage, retrieval, retention and destruction of records.
- Manage and maintain various types of registers, and ensure proper recordkeeping of all contract documents, agreements, memoranda, MoU's, files, correspondences and other documentation preserved in the Office of the Managing Director.
- Handle confidential information and properly secures confidential documents and records and ensures that the same is only distributed to intended recipients and only with the exclusive express permission of the Managing Director
- Maintain the Archives of Records and Ensure Security of all records and information pertaining to Managing Director's Office and Board Affairs
- Supervise assigned staff, volunteers, interns and agrees Performance Targets and undertakes performance appraisals for all subordinates.



- Ensures the Managing Director's office is always clean and tidy in order to maintain good hygiene standards and good corporate image always.
- Prepares adhoc and periodic reports, such as Daily, Weekly, Monthly, Quarterly Reports and Memoirs, Bulletins, Newsletters, outlining activities undertaken by the Company during the period
- Performs any other duties as assigned by the Managing Director from time to time

Qualifications:

- Grade 12 Certificate with a minimum of Five (5) "O" levels, which must include Credits or Better in English and Mathematics
- Bachelors Degree in Management, Business Administration, Legal Studies, Public Administration, Human Resources Management or any relevant field.
- Diploma in Secretarial Studies, with 120/60 wpm Shorthand and Typing Speed
- Minimum of Five (3) years' traceable experience supporting Chief Executives and Senior Management Staff.
- Must have proof of valid membership to a relevant Professional body.
- Preferred Age Limit: Not older than 45 Years Next Birthday
- Qualifications must be verified by the Zambia Qualification Authority

Other Competencies / Skills / Attribute

- Sound understanding of General Administration and Management.
- Pleasant personality and welcoming.
- Proficiency in ICT - Microsoft Office Package and Digital Storage Platforms.
- Excellent written and verbal communication skills.
- Excellent organizational and time management skills with ability to multitask.
- Demonstrated professionalism, confidentiality, integrity, innovation, team player, pursuit of excellence and discretion in handling sensitive information.
- Detail - oriented with the ability to deliver accurate work with tight deadlines.
- Proven administration, conflict management and people management skills.
- Ability to handle work pressure to meet changing priorities and deadlines.
- Strong decision-making and problem-solving skills, with minimum supervision.
- Emotional Intelligence and Maturity.



2. BILLING ADMINISTRATOR (G4) – 1 POSITION

Job Purpose

Reporting to the Manager Commercial Services, the Billing Administrator will be responsible for planning and coordinating the billing system administration.

Main Duties and Responsibilities (Principal Accountabilities)

- Prepare and distribute bills to customers in a timely and accurate manner.
- Maintain bill cycles to ensure seamless billing operations.
- Manage and update customer database to ensure accuracy and completeness.
- Perform data validation and cleansing to maintain data integrity.
- Respond to and resolve customer complaints related to billing issues.
- Provide excellent customer service and support to internal and external stakeholders.
- Administer and maintain the billing system to ensure optimal performance.
- Troubleshoot system issues and escalate to IT support when necessary.
- Train users of the billing system to ensure effective usage.
- Manage and supervise subordinates to ensure high-performance standards.
- Conduct performance evaluations and provide feedback for improvement.
- Prepare and submit reports on billing operations, customer database, and system performance.
- Analyze data and provide insights to support business decision-making.

Qualifications:

- Grade (12) Certificate with five O levels including English and Mathematics
- Bachelor's Degree in Computer Science or Information Technology or a Business related Discipline.
- 3 years experience in a similar role
- Member of a relevant Professional Body
- Qualifications must be verified by the Zambia Qualification Authority
- Preferred Age Limit: Not older than 45 Years Next Birthday

Other Competencies / Skills / Attribute

- Proficiency in ICT - Microsoft Office Package and Digital Storage Platforms.



- Experience in data clean-ups.
- Understanding customer accounts, meter numbers, and GIS coordinates.
- Assessing error rates, missing values, and anomalies.
- High analytical skills / Business acumen and exemplary work ethics.
- Honest and reliable with high moral strength

3. MANAGEMENT SECRETARY (G5) - 1 POSITION

Job Purpose

To provide efficient and effective administrative and secretarial support services to Management, ensuring smooth office operations, effective communication, excellent document management and filing, scheduling of activities, events and meetings, and coordination of activities in line with organizational standards.

Main Duties and Responsibilities (Principal Accountabilities)

- Event Scheduling: Manage and prioritize executives' calendars, diaries, schedule meetings, and coordinate appointments, and various itineraries
- Communication: Handle and prioritize all incoming and outgoing written correspondences, including emails, phone calls, blogs and posts.
- Document Preparation: Prepare, format and edit various documents, reports, letters, Memorandum, articles, presentations and publications
- Meeting Support: Prepare and Circulate Meeting Agendas, take Minutes at Meetings, and ensure all necessary materials are ready for meetings.
- Travel Arrangements: Plan and book travels and accommodation, as well as create detailed itineraries for business travels, events and trainings.
- Records Management: Organize, maintain and manage general office filing systems (physical and digital) for easy retrieval and reference.
- Confidentiality: Handle sensitive and confidential information with integrity.
- Office Support: Assist visitors, manage office supplies and replenishments and ensure office cleanliness, functionality of equipment as required
- Response Time Management: Ensure that all incoming and outgoing correspondence are handled and replied to within set turn-around time.
- Risk Management: Track and maintain up-to-date operational risk registers.

Qualifications:

- Grade 12 School Certificate or Equivalent with a minimum of Five (5) "O" Levels, which must include Credits or Better in English and Mathematics.



- Diploma in Management Studies, Public Administration or related Management disciplines
- Degree is an added advantage.
- 120/60 wpm Shorthand and Typing Speed is a mandatory requirement.
- Minimum of Two (2) years of relevant work experience in similar roles
- Proven Computer Skills (Microsoft Office Tools and internet) is required
- Membership to a relevant Professional Body is not a must but is desirable
- Preferred Age Limit: Not older than 45 Years Next Birthday
- Qualifications must be verified by the Zambia Qualification Authority

Other Competencies / Skills / Attribute

- Results-oriented with excellent organizational and time-management skills
- Attention to detail, high-grade accuracy, and analytical skills are needed
- Proven ability to multitask, prioritize, and meet tight deadlines is crucial.
- Excellent written and verbal communication skills
- Excellent people management, interpersonal and public relations skills
- Demonstrated proficiency in Microsoft Office Applications (Word, Excel, PowerPoint, Outlook) is typically required and basic ICT knowhow is needed
- High integrity, professionalism, accountability and confidentiality are a must
- Demonstrated problem-solving and conflict management abilities

Interested candidates meeting the above requirements should submit their applications attaching their cover letter, curriculum vitae, copies of certified academic and professional qualifications and ZAQA verification/evaluation certificates in a single PDF document as well as the Contact details (address/telephone/email) of Three (3) traceable referees by either hardcopy or online via Email to: careers@lpwsc.co.zm on or before **Friday, October 16, 2026**.

Applications should be addressed and sent to:

The Managing Director

Luapula Water Supply and Sanitation Company Limited

Plot 106, Chitimukulu Road, Low Density

P. O. Box 710594

MANSA

NOTE: Luapula Water Supply and Sanitation Company Limited (LpWSC) is an Equal Opportunity Employer and does not discriminate in its selection and recruitment practices on the basis of race, tribe, colour, religion, gender, political affiliation, marital status, disability, membership in an employee organization, or other non-merit factors.

