

Job Profile: Customer Relations & Performance Management Specialist – Water Sector

Results-oriented professional specializing in **customer relationship management, stakeholder engagement, and performance monitoring**, with extensive experience across operations, training, and service delivery environments. Adept at enhancing **customer satisfaction, service quality, and organizational performance** through data-driven strategies and continuous improvement frameworks.

Skilled in **performance indicators (KPIs), reporting, and analytics** to support water utilities and water programs in improving service delivery, strengthening community trust, and optimizing stakeholder engagement.

Key Responsibilities & Contributions

Customer Relations & Stakeholder Engagement

- Develop and implement **customer engagement strategies** to improve user satisfaction and trust in water service delivery.
 - Manage and resolve **customer complaints and service issues**, ensuring timely and effective solutions aligned with service standards.
 - Build and maintain strong relationships with **communities, institutional stakeholders, and partners**.
 - Join **stakeholder meetings**, strengthening communication and long-term partnerships.
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Performance Monitoring & KPIs

- Analyze, track, **key performance indicators (KPIs)** related to:
 - Customer satisfaction levels
 - Service response times
 - Complaint resolution rates
 - Operational efficiency
 - Utilize **data visualization tools** to generate dashboards and performance reports for management decision-making.
 - Identify service gaps and recommend **continuous improvement actions** to enhance water service delivery.
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Operations & Service Quality Enhancement

- Support the optimization of **water service operations** by aligning processes with customer needs and regulatory standards.
- Monitor service workflows and ensure compliance with **quality and operational procedures**.

- Contribute to improving **customer experience across service channels** (call centers, field services, digital platforms).

Training & Capacity Building

- Design and deliver **training programs** for staff on customer service excellence, stakeholder engagement, and performance management.
 - Enhance team capabilities in **communication, problem-solving, and service delivery standards**.
 - Evaluate training effectiveness using measurable performance outcomes.
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Data-Driven Decision Making

- Analyze customer and operational data to identify trends, risks, and opportunities for improvement.
 - Produce **regular performance and stakeholder engagement reports** to support strategic planning.
 - Leverage insights to improve **resource allocation, service quality, and customer satisfaction**.
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Qualifications and skills

- Bachelor's Degree in Management Information Systems (MIS), a higher degree is a plus.
 - Professional Certifications are a plus.
 - Over 10 years of experience in customer relations, stakeholder engagement, and performance management.
 - Experience in monitoring and reporting to improve operational efficiency and service quality.
 - Strong background in training and capacity building at the managerial level.
 - Experienced in operations and service optimization.
 - Strong experience in stakeholder engagement and public relations.
 - Fluency in Arabic and English, extra language is a plus.
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Impact in the Water Sector

- Enhanced **customer satisfaction and trust** through structured engagement and responsive service models
- Improved **performance transparency and accountability** via KPI tracking and reporting
- Strengthened **stakeholder relationships**, supporting sustainable and community-centered water services
- Contributed to **efficient and data-driven water utility operations**