

EMPLOYMENT OPPORTUNITY:

COMMERCIAL MANAGER**Job Summary**

Under the general direction of the Director, Commercial Operations, the Commercial Manager is primarily responsible for the administration of Customer acquisition, engagement and retention; billing and collections in line with strategic objectives for the expansion of agricultural production in terms of increased customer base and hectares under production.

Key Responsibilities Include:

- + Implements strategic initiatives to expand customer base, enhance customer engagements and improve collections;
- + Supports the development and execution of marketing strategies and initiatives;
- + Coordinates the submission of water consumption data from the Irrigation Districts to the Commercial Department as per the established schedules and standards;
- + Develops reporting formats to provide adequate management information on collections targets;
- + Reviews and analyzes customers' accounts and collections reports for each district to determine the status of collections; operational outputs and related results to inform Management decisions;
- + Contributes to the development of the Department's budget and strategic operational plans;
- + Implements strategic initiatives to expand customer base, enhance customer engagements and improve collections;
- + Administers the process of billing and collections in accordance with established policies, protocols, and objectives;
- + Communicates with internal stakeholders on the current rates, related policies and procedures for billing and collections, and monitors implementation and adherence across the Commission;
- + Coordinates monthly preparation and dispatch of customer bills in a timely manner;
- + Coordinates annual preparation and dispatch of bills in respect of the Black River Upper Morass Drainage Project and monitors collection of payments;
- + Identifies issues relating to the application of rates, billing and collections and implements meaningful solutions;
- + Develops processes and systems to improve meter readings and calculation of water consumption;

- ✚ Prepares and presents comprehensive reports on the status of customers' arrears to the Chief Executive Officer, Management meetings and Board of Directors;
- ✚ Recommends and implements strategies to address delinquent customers with a view to making suitable arrangements for settlement of arrears; negotiating and recording agreements; monitoring their accounts to ensure compliance;
- ✚ Implements corrective action where applicable to include suspension notices, disconnection notices, referral to the Legal Officer of lists of delinquent customers against whom legal action is to be taken and where appropriate, preparing briefs and special instructions;
- ✚ Prepares an annual list of bad debts and doubtful debts for review and submission to the Director of Finance and Corporate Planning;
- ✚ Receives and examines reports about damage to the Commission's property; and recommends appropriate actions including the issue of court summons;
- ✚ Schedules and assigns responsibilities for the employees assigned and provides guidance in the performance of duties;
- ✚ Supervises staff assigned and supports their development on the job;
- ✚ Administers discipline among staff supervised;
- ✚ Performs other related duties that may be assigned from time to time.

Minimum Requirements for the Position

- Bachelor's Degree in either Economics/Accounting/Management/Agricultural Marketing or a related area in the discipline of Agriculture;
- Three (3) years' experience in a managerial position.
- Excellent command of the English Language and ability to communicate effectively both orally and in writing;
- Capacity to lead, supervise and influence others to achieve outcomes within tight deadlines;
- Flexibility to work outside regular working hours;
- Analytical and Problem-solution oriented;
- Positive attitude and excellent interpersonal skills.

Application Requirements

We are inviting your application if you meet the requirements outlined. This should include a cover letter and detailed Resume no later than **May 22, 2026 to:**

The Manager - Human Resources & Industrial Relations

P.O. Box 631

Kingston 6

Or email: hr@nicjamaica.com

We will acknowledge all applications, however, only shortlisted candidates will be contacted.