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**Job Title:** Consumer Affairs Officer (Kitwe)  
**Grade:** ERB 5

**Job Purpose**

To coordinate and spearhead ERB's community outreach programmes in order to increase level of response to community needs and promote their awareness about ERB operations.

**Main Duties and Responsibilities**

- Implements community outreach and education programmes aimed at sensitising members of the public and targeted communities on the activities and objectives of ERB
- Evaluates the effectiveness of the outreach programmes on the basis of community response so as to review methodologies accordingly hence maintain their relevance
- Investigates complaints from consumers on: tariffs and charges provided by licensees, quality of energy products and services and location or construction of energy infrastructure and makes recommendations to management on action to be taken
- Maintains regular contact with undertakings to ensure that they comply with ERB decisions that affect or concern consumers
- Conducts formal and informal education campaigns to enable the community appreciate the role of ERB in national development
- Prepares monthly and quarterly activity reports for the attention of Management through immediate supervisor
- Supervises Consumer Councils under the Regional Office
- Undertakes any other duties as may be assigned

**Required Skills**

- Ability to organise, coordinate and implement outreach programmes
- Provides good ambiance in order to assist the community and individuals resolve complaints
- Ability to analyse and diagnose community response to the campaigns/programmes in order to chart the way forward
- Basic arithmetic to determine outreach programmes financial and material requirements
- Ability to relate well with communities and consumers requiring good people skills
- Innovation
- Integrity
- Confidentiality
- Good communication skills

**Minimum Qualifications and Experience**

- Full Grade 12 Certificate with university entrance passes
  - Degree in a social science discipline or its equivalent
  - 5 years relevant post qualifying experience
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**How to Apply**

The position applied for must be clearly labeled in subject line, submit application letters, current curriculum vitae with two traceable referees, certified photocopies of relevant academic and professional qualifications emailed to [jobs@erb.org.zm](mailto:jobs@erb.org.zm) addressed to:

The Director General  
Energy Regulation Board  
Plot No. 9330, Danny Pule Road  
P.O. Box 37631  
LUSAKA

Women are encouraged to apply.

Application deadline: Monday, 18<sup>th</sup> September, 2023. Interest shown in the position will be appreciated but only short-listed candidates will be contacted.