
Job Opportunities

The Central Non- Revenue Water unit (CNRW) of the Water Authority of Jordan (WAJ) is seeking to recruit qualified Jordanian professionals to support WAJ in the development, management, supervision, coordination and decision making process in support of the water sector reform.

The role of the Central Non-Revenue Water Unit is to provide high quality technical support to the Water Authority of Jordan (WAJ) and the Ministry of Water and Irrigation.

The main services to be performed by the Specialists shall support the CNRW Unit to achieve the following at a minimum:

- To support the units concerned with NRW in the water entities (Yarmouk Water, Miyahuna, Aqaba Water).
- To follow-up on the implementation of the National NRW Strategy and the related action plans.
- To assess the impact of NRW projects with a focus on results and sustainability.
- To act as a national Center of Excellence for matters related to NRW.
- To contribute to the planning, design, and monitor key performance indicators of NRW related projects
- To oversee the NRW reduction at the water entities, provide feedback on the processes, and audit the NRW level reports submitted.
- To coordinate with donor agencies regarding funded NRW projects
- To validate the data reported by the water entities against the data generated from WAJ and JVA.
- To provide technical support to the water entities related to NRW management and reporting.
- To report on the national NRW level and act as the single point to issue NRW related information on the national level.

The contract's duration shall be 12 months, in addition 12 months as an optional year.

The CNRW seeks qualified Jordanian professionals to apply for the following positions:

1. Commercial Loss Reduction Specialist (No =1)

Education/Skills:

- University degree (a minimum of a BSc in engineering, finance, or in the related field)
- Excellent interpersonal and communication skills.
- Reporting and data analysis skills.
- Excellent command of oral and written English.
- Good command of Arabic is preferable.

Professional experience:

- Minimum 10 years of professional experience in the water supply sector of which a minimum of 5 years in the management and reduction of Commercial Losses in water networks.
- Proven experience in the field of commercial loss reduction. Experience in networks operated under intermittent water supply regime is an advantage.
- Excellent knowledge of practices, software, approaches and tools used in commercial loss management (e.g. Customer meter accuracy and management, identification and mitigation of meter reading and data transfer errors, techniques and methodologies in identifying illegal connections, etc.).

Work Experience:

- Proven production or co-production of reports, technical papers, scientific papers, and/or deliverables relevant to commercial loss reduction projects or interventions.
- Work experience in the water sector in Jordan is preferable

Duties and Responsibilities:

- Support the Central NRW Unit and other relevant organizational units in the water entities (Miyahuna, YWC, AW, and JVA) in the implementation and monitoring of NRW projects and activities.
- Advise the Central NRW Unit on matters relating to the Commercial Water Loss reduction in the context of the implementation of the National Water Strategy (2023 – 2040) to reduce the national NRW level by 2% per year.
- Oversee the planning and design processes of NRW projects and related activities.
- Review relevant work and consolidate project progress reports in the field of commercial water loss management and reduction.
- Assist the Head of the Central NRW Unit with tasks or assignments.
- Establish protocols and procedures for auditing and validating information and data relating to commercial loss from the networks.
- Design, implement and maintain the database business requirements for commercial loss reduction records.
- Monitor the impact of commercial loss reduction implemented by the entities (JVA and water utilities) on the set targets at entity and national level.
- Liaise with entities to improve their understanding and knowledge of commercial water loss reduction methodologies and technologies.
- In cooperation with the entities work on identification and quantification of the constituent components of commercial losses, that is illegal connections, customer meter inaccuracies meter reading and data transfer errors.
- Identify elements of commercial loss reduction and management activities that would yield the maximum benefit for the entities.
- Evaluate and report on a regular basis on commercial loss reduction achieved by the entities.

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- Provide technical input to the design of a dashboard with relevant KPIs on commercial loss performance and reduction achieved by the entities.
 - Liaise with the Data Analysis and Reporting Specialist at the Central NRW Unit in validating the data analysis results and addressing anomalies and inconsistencies.
 - Team with the Physical Losses specialist to collaborate and comprehend efforts towards the NRW percentage levels reduction.
 - Supervise and guide the Central NRW staff in the execution of their duties and responsibilities relating to commercial losses.
 - Improve the capacity and know-how of the relevant Central NRW Unit staff to implement the tasks in this job description through on-job trainings.
 - Hold regular seminars and workshops in conjunction with the Data Analysis and Reporting Specialist to transfer knowledge and skills to the Central NRW Unit staff and entities staff.

