

YARMOUK WATER COMPANY

Job Description — Recruitment

Operations Specialist-position #1

Reports to	Grade	Function	Location
Operations Director / COO	Specialist	Operations	Northern Governorates

Job purpose

Provide senior specialist expertise to support the Operations Director in delivering operations and maintenance across the YWC service area, contributing hands-on technical delivery across operational matters.

Key responsibilities

- Support the planning and delivery of operations and maintenance across Yarmouk governorates.
- Deliver water-supply scheduling, distribution and continuity of supply, including pumping and rationing program.
- Support network operations, incident management and emergency response (bursts, outages, contamination events).
- Monitor O&M contractor and service-provider performance against service levels.
- Implement the SCADA-driven control philosophy, operational SOPs and pumping-station safety standards.
- Support field delivery of the non-revenue-water program (leak teams, illegal connections).
- Compile and analyze operational KPIs (supply hours, response times, downtime) and report to the Operations Director.
- Coordinate with Technical, Assets and Commercial functions on cross-cutting delivery.
- Provide specialist technical continuity and support to the Operations Director across operational matters.
- Integrate the operations into digital transformation (GIS, CMMS, SCADA, etc.)
- Coordinating with Engineering, planning and finance on project prioritization
- Staff and resource optimization
- Waste water operation with experience in Network and Waste Water
- Implement active preventive maintenance plan

Person specification

Essential

- BSc in Civil, Mechanical or Water Engineering.
- 8–10 years in utility operations and maintenance water and waste water, including experience leading technical teams.
- Working experience in SCADA, CMMS, GIS, network hydraulics and emergency management.

Desirable

- MSc in a relevant discipline.
- Experience of non-revenue-water and energy-efficiency program.
- Contractor/project-management certification.

Behavioral competencies

- **Integrity & accountability** — Acts ethically and transparently; takes ownership of commitments and stands behind decisions.

- **Decisiveness under pressure** — Makes sound, timely operational decisions during incidents and emergencies.
- **Safety-first mindset** — Consistently prioritizes health, safety and environmental protection in the field.
- **Problem-solving & practical judgement** — Diagnoses issues and implements practical, lasting solutions.
- **Collaboration & teamwork** — Works constructively across functions and with the Director; builds trust and shares knowledge.
- **Delivery & results focus** — Plans, prioritizes and follows through to deliver dependable results, including under pressure.

Key relationships

Internal: Operations Director, Technical, Assets, Commercial and HSE functions.

External: O&M contractors, WAJ regional offices, municipalities and emergency services.

Selection criteria (assessed at shortlist and interview)

Criterion	Weight
Functional and technical expertise in operations and maintenance	35%
Relevant utility / sector experience and track record	25%
Delivery, results and problem-solving	20%
Behavioral competencies and cultural fit	20%
Total	100%

Success measures (first year)

- Continuity-of-supply hours
- NRW KPIs
- Operational Cost
- Energy efficiency
- Emergency response time
- O&M service-level compliance
- Safety incident rate

YARMOUK WATER COMPANY

Job Description — Recruitment

IT Specialist (IT / OT / Data)-Position #2

Reports to	Grade	Function	Location
Information Technology Director	Specialist	IT / OT / Data	Northern Governorates

Job purpose

Provide senior specialist expertise to support the IT Director across information technology, operational technology and data. Direct the day-to-day IT/OT operations and drive the end-to-end execution of YWC's 2026–2030 Comprehensive IT & Digital Transformation Strategy as a succession-track candidate.

Key responsibilities

- **Roadmap Execution:** Direct and oversee the end-to-end execution of the 2026–2030 IT Strategic Roadmap, encompassing infrastructure resilience, enterprise architecture modernization, and IT/OT cybersecurity convergence.
- **Enterprise Integration & Automation:** Oversee the phased migration and integration of core enterprise systems (Oracle ERP, Customer-to-Meter, CMMS, GIS, and SCADA) to dismantle existing data silos and automate utility workflows.
- **Infrastructure Modernization:** Lead the modernization of core infrastructure, including Data Center rehabilitation, enterprise MPLS/WAN deployment, and the strict enforcement of legacy OS quarantine protocols.
- **Data Governance Leadership:** Implement corporate data management standards while spearheading the shift from decentralized 'Shadow IT' to unified enterprise systems via a dedicated Data Steward network.
- **Operations & ITSM:** Support IT infrastructure, networks, end-user support, and hardware/software lifecycle, while driving the adoption of ITSM and ITAM frameworks.
- **Business Continuity:** Maintain IT disaster recovery, backup, and business continuity readiness.
- **Vendor Management:** Coordinate IT vendors, licenses, and service contracts, particularly for complex international donor-funded initiatives.
- **Succession Readiness:** Provide specialist technical continuity and senior leadership support directly to the IT Director.

Person specification

Essential

- PG/Masters in Computer Science, IT or Engineering.
- 12 years in IT/OT, including experience leading technical teams.
- OT/ICS security, ERP/CIS, databases and data governance, and systems integration.
- Resident or long-term in the YWC service area.
- Demonstrated expertise in IT portfolio governance, with a history of executing large-scale, multi-year digital-transformation programs across infrastructure, cybersecurity and core enterprise software.
- Experience managing international donor-funded projects (e.g., USAID, GIZ) and navigating public utility or governmental procurement frameworks.

Desirable

- Familiarity with enterprise data warehousing, business intelligence, and readiness for AI/predictive analytics deployments.

- Deep understanding of IT/OT convergence strategies, including the deployment of Demilitarized Zones (DMZs) and securing critical national infrastructure.
- Certifications (PMP or similar, Oracle, CISSP/CISM, ITIL, cloud).
- Utility SCADA-billing-ERP integration experience.

Behavioral competencies

- **Integrity & accountability** — Acts ethically and transparently; takes ownership of commitments and stands behind decisions.
- **Security & risk mindset** — Anticipates threats and builds safeguards; treats data and systems as highly sensitive national assets to protect.
- **Cross-Functional Leadership**: Directs and oversees "Tiger Teams" constructively across functions (Operations, Finance, Commercial); builds trust while driving organizational change.
- **Analytical & technical curiosity** — Explores new technologies and applies them pragmatically to utility problems.
- **Delivery & results focus** — Plans, prioritizes and follows through to deliver dependable on-time results for high-stakes integrations, including under pressure.
- **Adaptability & continuous improvement** — Embraces change, learns the nuances of water utility operations quickly, and continuously seeks better ways of working.

Key relationships

Internal: IT Director, Operations (OT/SCADA), Finance (ERP), Asset Management (CMMS), Commercial (C2M/CIS).

External: Technology vendors, International Donors (USAID, GIZ, World Bank), MWI/WAJ IT, national systems and cybersecurity bodies.

Selection criteria (assessed at shortlist and interview)

Criterion	Weight
Track record in IT Portfolio Management & Digital Transformation	30%
Functional and technical expertise in IT, OT, and Cybersecurity	30%
Delivery, results and problem-solving	20%
Behavioral competencies and cultural fit	20%
Total	100%

Success measures (first year)

- **Roadmap Velocity:** On-time execution of Priority 1 strategic milestones (e.g., Data Center migration initiation, MPLS deployment, and Enterprise hardware refresh).
- **Cybersecurity Posture:** Successful quarantine and remediation of 100% of identified end-of-life legacy operating systems.
- **Operational Visibility:** Establishment of full endpoint visibility and implementation of the centralized IT Asset Management (ITAM) framework.
- **Data Governance Adoption:** Successful launch of the unified ITSM ticketing gateway and the formal establishment of the departmental Data Steward network.

YARMOUK WATER COMPANY

Job Description — Recruitment

Finance & Procurement Specialist-position #3

Reports to	Grade	Function	Location
Finance Director / CFO	Specialist	Finance & Procurement	Northern Governorates

Job purpose

Provide senior specialist expertise to support the Finance & Procurement Director across both financial management and end-to-end procurement — reflecting that the Finance Director holds both mandates. The role spans accounting, reporting, treasury, controls and the complete procurement cycle.

Key responsibilities

Finance

- Support financial accounting, IFRS reporting and the monthly and annual close.
- Support budgeting, forecasting and management reporting.
- Support treasury, cash management and banking, and the collections interface.
- Strengthen financial controls, the approval matrix and payment/cancellation controls.
- Support fixed-asset accounting, the asset register and IFRS adjustments.
- Liaise with internal and external audit and support remediation of findings.

Procurement (end-to-end)

- Support the full procurement cycle: planning, tendering, evaluation, award and contract management.
- Support procurement compliance, value-for-money, supplier vetting and performance management.
- Maintain the annual procurement plan and procurement records and reporting.
- Support the procurement/tender committee and its governance.
- Provide specialist technical continuity and support to the CFO across finance and procurement.

Person specification

Essential

- BSc in Accounting or Finance.
- 8–10 years in finance including procurement exposure.
- IFRS, ERP (Oracle), financial controls, and procurement and contract management.
- Resident or long-term in the YWC service area.

Desirable

- CPA / ACCA / CMA; CIPS.
- Utility or public-sector experience.
- Treasury and cash-management experience.

Behavioural competencies

- **Integrity & accountability** — Acts ethically and transparently; takes ownership of commitments and stands behind decisions.
- **Controls & compliance mindset** — Champions strong controls, policy adherence and sound governance.
- **Analytical rigour** — Interrogates data and assumptions to reach well-founded conclusions.
- **Attention to detail & accuracy** — Produces precise, error-free work and spots inconsistencies.

- **Collaboration & teamwork** — Works constructively across functions and with the Director; builds trust and shares knowledge.
- **Delivery & results focus** — Plans, prioritises and follows through to deliver dependable results, including under pressure.

Key relationships

Internal: Financial & Procurement Director, all directors (budgets), the procurement/tender committee and internal audit.

External: Banks, external auditors, suppliers, WAJ/MoF and donors.

Selection criteria (assessed at shortlist and interview)

Criterion	Weight
Functional and technical expertise in finance and procurement	35%
Relevant utility / sector experience and track record	25%
Delivery, results and problem-solving	20%
Behavioural competencies and cultural fit	20%
Total	100%

Success measures (first year)

- Reporting timeliness and accuracy
- Audit findings closed
- Procurement cycle time and savings
- Controls compliance
- Cash and collection targets

YARMOUK WATER COMPANY

Job Description — Recruitment

Technical Specialist-position #4

Reports to	Grade	Function	Location
Technical Director	Specialist	Technical / Engineering	Northern Governorates

Job purpose

The Technical Specialist provides senior engineering expertise to support the Technical Director in the planning, execution and quality assurance of capital and rehabilitation projects. The role includes direct technical oversight of the deliverables, ensuring works meet YWC technical standards, donor requirements and international best practice.

This position acts as a technical bridge between design, construction supervision, and operational handover — ensuring capital investments translate into reliable, high-quality water infrastructure for the Irbid service area.

Key responsibilities

- Support technical execution across capital and rehabilitation projects.
- Support design review, technical standards, specifications and quality of works.
- Support capital-project contracting, reporting, risk assessment, planning, design, procurement input and construction supervision.
- Support project schedules, budgets, variations and works HSE/quality.
- Coordinate with Operations and Assets on project planning, design, handover and commissioning.
- Support donor/IFI reporting and compliance on funded projects.
- Provide specialist technical continuity and support to the Technical Director.

Person specification

Essential

- BSc in Civil, Mechanical, Electrical or any other Engineering degree relevant to the Water works sector.
- Minimum 15 years in design and construction supervision.
- Experience with FIDIC contracts and construction supervision.
- Fluent Arabic & English (spoken and written).
- Resident or long-term in the YWC service area.

Desirable

- MSc degree in Engineering and/or in Business Administration.
- PMP or equivalent.
- Donor/IFI-funded project experience.
- Repair and Rehabilitation programme experience.

Behavioral competencies

- **Integrity & accountability** — Acts ethically and transparently; takes ownership of commitments and stands behind decisions.
- **Technical rigour & quality focus** — Upholds standards, specifications and quality across works and deliverables.
- **Problem-solving & practical judgement** — Diagnoses issues and implements practical, lasting solutions.

- **Planning & organisation** — Structures work, sequences priorities and manages competing demands.
- **Collaboration & stakeholder coordination** — Aligns consultants, contractors and internal teams around shared goals.
- **Delivery & results focus** — Plans, prioritises and follows through to deliver dependable results, including under pressure.

Key relationships

Internal: Technical Director, Operations, Assets and Finance/procurement.

External: Consultants, contractors, donors/IFIs and (Water Authority of Jordan (WAJ)).

Selection criteria (assessed at shortlist and interview)

Criterion	Weight
Functional and technical expertise in technical projects delivery oversight	35%
Relevant water utility / sector experience and track record	25%
Delivery, results and problem-solving	20%
Behavioural competencies and cultural fit	20%
Total	100%

Success measures (first year)

- Project delivery on time and budget
- Timely and accurate reporting submissions
- HSE compliance on works

YARMOUK WATER COMPANY

Job Description — Recruitment

Commercial & Customer Service Specialist-position #5

Reports to	Grade	Function	Location
Commercial & Customer Service Director	Specialist	Commercial / Customer Service	Northern Governorates

Job purpose

Provide senior specialist expertise to support the Commercial & Customer Service Director across billing, revenue collection, customer relations and key accounts, complaints, NRW (commercial) front offices, metering, house connection, illegal use and GIS.

Key responsibilities

- Support billing, revenue collection and the end-to-end revenue cycle.
- Support customer relations, complaints, front offices the contact center and service standards.
- Support meter management, meter reading and the commercial side of NRW.
- Support key-account management for large customers.
- Support customer-information-system (CIS) operations and improvements.
- Deliver collection campaigns, debt recovery and disconnection-policy execution.
- Support tariff implementation and customer communications.
- Provide specialist technical continuity and support to the Commercial & CS Director.
- Follow up on new house connection implementation and integration with GIS.

Person specification

Essential

- BSc in Business or Engineering.
- 8+ years in commercial, CIS or revenue functions in a utility.
- CIS/billing systems, revenue management and customer operations.
- Resident or long-term in the YWC service area.
- Metering (Regular and bulk) and instrumentation.
- Project management.

Desirable

- Key-account management experience.
- Commercial NRW experience.
- Data-analysis skills.

Behavioral competencies

- **Integrity & accountability** — Acts ethically and transparently; takes ownership of commitments and stands behind decisions.
- **Customer focus & service orientation** — Puts the customer at the center and drives responsive, fair service.
- **Commercial acumen** — Understands revenue, cost and value drivers and acts to protect them.
- **Communication & influence** — Conveys information clearly to technical and non-technical audiences; listens and adapts.
- **Collaboration & teamwork** — Works constructively across functions and with the Director; builds trust and shares knowledge.

- **Delivery & results focus** — Plans, prioritizes and follows through to deliver dependable results, including under pressure.

Key relationships

Internal: C&CS Director, Finance, Operations and IT (CIS).

External: Customers, key accounts, collection agents and municipalities.

Selection criteria (assessed at shortlist and interview)

Criterion	Weight
Functional and technical expertise in commercial and customer service	35%
Relevant utility / sector experience and track record	25%
Delivery, results and problem-solving	20%
Behavioral competencies and cultural fit	20%
Total	100%

Success measures (first year)

- Collection ratio
- Billing accuracy
- Complaint resolution time
- Commercial NRW
- Key-account revenue
- Metering

YARMOUK WATER COMPANY

Job Description — Recruitment

Document Control & Systems Specialist-position#6

Reports to	Grade	Function	Location
QHSSE Manager /GM	Specialist	QA/QC	Northern Governorates

Job purpose

Establish and operate YWC's corporate document-control and management-system repository, ensuring that policies, procedures, SOPs, records and related information are controlled, accessible, traceable and maintained through an effective review cycle.

Key responsibilities

- Establish and maintain the corporate document-control system and controlled repository.
- Manage document numbering, version control, approval status, distribution and archiving.
- Ensure only approved and current documents are available for use.
- Maintain document registers, master lists, records and document metadata.
- Coordinate document creation, review, approval, revision and withdrawal with document owners.
- Support the implementation of electronic document-management and workflow systems.
- Maintain records of revisions, approvals, retention and disposal requirements.
- Monitor compliance with document-control requirements and report gaps.
- Provide document-control guidance and support to Directors, Function Specialists and YWC teams.
- Support audits and management reviews by ensuring required records and controlled documents are readily available.

Person specification

Essential

- Bachelor's degree in Information Management, Business Administration, Engineering, IT or related field.
- 5+ years in document control, information management, quality systems or a related role.
- Practical experience with document-control systems, version control, records management and electronic repositories.
- Strong attention to detail and ability to manage large volumes of controlled information.
- Resident or long-term in the YWC service area.

Desirable

- ISO 9001 or document-control certification/training.
- Experience with SharePoint, electronic document-management or workflow systems.
- Utility, engineering, construction or regulated-sector experience.
- Experience supporting audits and management-system implementation.

Behavioral competencies

- **Integrity & accountability** — Maintains accurate, reliable and traceable records.
- **Attention to detail** — Ensures accuracy, consistency and document-control discipline.
- **Organization & reliability** — Plans and manages information systematically and on time.
- **Delivery & results focus** — Follows through and maintains dependable document services.
- **Collaboration & teamwork** — Supports document owners and users across functions.

- **Adaptability & continuous improvement** — Improves document workflows and systems.

Key relationships

Internal: QA/QC Lead, CEO, Directors, Function Specialists, HR, Finance, Operations, Asset Management, Commercial and all YWC functions.

External: Management Contractor, auditors, consultants, technology vendors and relevant regulators.

Selection criteria (assessed at shortlist and interview)

Criterion	Weight
Document control and management-system expertise	35%
Relevant sector experience and track record	25%
Delivery, accuracy and problem-solving	20%
Behavioral competencies and cultural fit	20%
Total	100%

Success measures (first year)

- Corporate document repository established and operational.
- Document register and version control maintained.
- No uncontrolled obsolete documents in active use.
- Review and approval cycle tracked.
- Audit document requests supported effectively.

YARMOUK WATER COMPANY

Job Description — Recruitment

Asset Management Specialist-position #7

Reports to	Grade	Function	Location
Assets Management Director	Specialist	Asset Management	Northern Governorates

Job purpose

Provide senior specialist expertise to support the Assets Management Director across the asset register, maintenance planning and the asset-management side of water resources.

Key responsibilities

- Support asset-register and facilities-database integrity and completeness.
- Support infrastructure maintenance planning and the CMMS.
- Support the asset-management side of water resources (wells/aquifers) — condition, lifecycle and planning — with Operations.
- Support asset lifecycle, criticality, condition assessment and investment planning.
- Support GIS, asset data and the WAI/company asset-ownership split.
- Coordinate capital-maintenance and rehabilitation priorities with Technical.
- Support the summer-preparedness and well-improvement programmes (asset side).
- Provide specialist technical continuity and support to the Assets Management Director.

Person specification

Essential

- BSc in Civil, Mechanical, Geo or Water Engineering.
- 8+ years in asset management.
- CMMS, GIS and maintenance/reliability planning.
- Resident or long-term in the YWC service area.

Desirable

- ISO 55000 asset-management certification.
- Water-resources / wells experience.
- Reliability engineering.

Behavioural competencies

- **Integrity & accountability** — Acts ethically and transparently; takes ownership of commitments and stands behind decisions.
- **Analytical & systems thinking** — Sees the whole system, its connections and long-term consequences.
- **Planning & organisation** — Structures work, sequences priorities and manages competing demands.
- **Attention to detail & data quality** — Safeguards the accuracy and completeness of records and data.
- **Collaboration & teamwork** — Works constructively across functions and with the Director; builds trust and shares knowledge.
- **Delivery & results focus** — Plans, prioritises and follows through to deliver dependable results, including under pressure.

Key relationships

Internal: Assets Director, Operations, Technical and Finance (asset register).

External: WAJ (asset ownership), consultants and GIS providers.

Selection criteria (assessed at shortlist and interview)

Criterion	Weight
Functional and technical expertise in asset management	35%
Relevant utility / sector experience and track record	25%
Delivery, results and problem-solving	20%
Behavioural competencies and cultural fit	20%
Total	100%

Success measures (first year)

- Asset-register completeness
- Maintenance-plan adherence
- Well availability
- Asset-data quality

YARMOUK WATER COMPANY

Job Description — Recruitment

Financial Control Specialist-position #8

Reports to	Grade	Function	Location
Finance Director / CFO	Specialist	Finance	Northern Governorates

Job purpose

Provide specialist expertise to safeguard the integrity of the accounting records and financial reporting and to strengthen the control environment.

Key responsibilities

- Deliver the monthly close, consolidation and IFRS reporting.
- Maintain general-ledger integrity, reconciliations and the chart of accounts.
- Maintain internal financial controls, accounting policies and compliance.
- Support budgeting and variance analysis.
- Maintain fixed-asset accounting and the finance-side asset register.
- Support internal and external audit and remediation.
- Provide technical guidance and support to the accounting team.
- Strengthen Accounts Receivable and Accounts Payable financial controls, including aging analysis, ECL assessment, supplier/customer reconciliations, and monitoring of long-outstanding balances.
- Own the accounting for accruals, provisions, prepayments, ECL, and other accounting estimates, ensuring appropriate supporting documentation and periodic review.
- Ensure appropriate revenue recognition, cost classification, cost allocation, and cut-off, including proper segregation between reporting periods and business activities.
- Maintain financial oversight of warehouse and inventory accounting, ensuring completeness and accuracy of inventory balances and transactions.
- Actively support the finance transformation from cash-based, government-oriented practices to accrual-based accounting and strategic finance, supporting stronger financial reporting, planning, forecasting, and performance management.

Person specification

Essential

- BSc in Accounting.
- 8+ years including controllership.
- IFRS, ERP (Oracle), internal controls and consolidation.

Desirable

- CPA / ACCA / CMA.
- Utility or public-sector experience.
- Experience mentoring or coaching accounting staff.

Behavioural competencies

- **Integrity & accountability** — Acts ethically and transparently; takes ownership of commitments and stands behind decisions.
- **Rigour & accuracy** — Maintains precise records and reliable reporting.
- **Controls & compliance mindset** — Champions strong controls, policy adherence and sound governance.

- **Analytical rigour** — Interrogates data and assumptions to reach well-founded conclusions.
- **Collaboration & teamwork** — Works constructively across functions and with the Director; builds trust and shares knowledge.
- **Delivery & reliability** — Produces accurate, timely work and can be relied on to follow through.

Key relationships

Internal: CFO, all budget holders and internal audit.

External: External auditors and banks.

Selection criteria (assessed at shortlist and interview)

Criterion	Weight
Functional and technical expertise in financial control and reporting	35%
Relevant experience and track record	25%
Delivery, results and problem-solving	20%
Behavioural competencies and cultural fit	20%
Total	100%

Success measures (first year)

- Close timeliness
- Reconciliation status
- Audit findings
- Control compliance

YARMOUK WATER COMPANY

Job Description — Recruitment

Treasury & Cash Specialist-position #9

Reports to	Grade	Function	Location
Finance Director / CFO	Specialist	Finance	Irbid service area

Job purpose

Provide specialist expertise to manage liquidity, banking and the cash cycle, and to strengthen the interface with collections.

Key responsibilities

- Cash-flow forecasting and liquidity management.
- Banking relationships, facilities and covenant administration.
- Payment execution and controls, and signatory administration.
- Collections interface and cash application.
- Treasury reporting and working-capital optimization.

Person specification

Essential

- BSc in Finance or Accounting.
- 6+ years in treasury or cash management.
- Cash management, banking, forecasting and ERP.

Desirable

- ACT or equivalent.
- Utility or public-sector experience.
- Working-capital optimization experience.

Behavioural competencies

- **Integrity & accountability** — Acts ethically and transparently; takes ownership of commitments and stands behind decisions.
- **Accuracy & control** — Executes transactions precisely with strong control discipline.
- **Analytical & numerate** — Works confidently with figures, forecasts and financial data.
- **Stakeholder management** — Builds effective working relationships with banks, colleagues and partners.
- **Collaboration & teamwork** — Works constructively across functions and with the Director; builds trust and shares knowledge.
- **Delivery & reliability** — Produces accurate, timely work and can be relied on to follow through.

Key relationships

Internal: CFO, Financial Control Specialist and Commercial (collections).

External: Banks and donors.

Selection criteria (assessed at shortlist and interview)

Criterion	Weight
Functional and technical expertise in treasury and cash management	35%
Relevant experience and track record	25%

Criterion	Weight
Delivery, results and problem-solving	20%
Behavioural competencies and cultural fit	20%
Total	100%

Success measures (first year)

- Liquidity-forecast accuracy
- Idle-cash reduction
- Payment-control compliance

YARMOUK WATER COMPANY

Job Description — Recruitment

Internal Control & Compliance Specialist-position #10

Reports to	Grade	Function	Location
Finance Director	Specialist	Finance	Northern Governorates

Job purpose

Provide specialist expertise to test and enforce financial controls, including the approval matrix and payment-cancellation controls.

Key responsibilities

- Test and document financial controls across the cycle.
- Enforce the approval matrix and payment/cancellation controls.
- Track remediation of control gaps and audit findings.
- Support policy compliance and process documentation.
- Support the interface with internal and external audit.

Person specification

Essential

- BSc in Accounting or Audit.
- 4+ years in controls or audit.
- Controls testing, risk and compliance, ERP and documentation.

Desirable

- CIA / CISA.
- ERP controls experience.
- ICFR / SOX-type experience.

Behavioural competencies

- **Integrity & independence** — Acts objectively and without bias; reports issues candidly, even when uncomfortable.
- **Attention to detail & accuracy** — Produces precise, error-free work and spots inconsistencies.
- **Objectivity & sound judgement** — Assesses evidence impartially and reaches balanced conclusions.
- **Compliance mindset** — Upholds policy, standards and regulatory requirements without exception.
- **Communication & influence** — Conveys information clearly to technical and non-technical audiences; listens and adapts.
- **Delivery & reliability** — Produces accurate, timely work and can be relied on to follow through.

Key relationships

Internal: CFO, Financial Control Specialist, internal audit and process owners.

External: External auditors.

Selection criteria (assessed at shortlist and interview)

Criterion	Weight
Functional and technical expertise in internal control and compliance	35%

Criterion	Weight
Relevant experience and track record	25%
Delivery, results and problem-solving	20%
Behavioural competencies and cultural fit	20%
Total	100%

Success measures (first year)

- Control-test coverage
- Findings remediated
- Exceptions reduced

YARMOUK WATER COMPANY

Job Description — Recruitment

QA/QC Lead-position #11

Reports to	Grade	Function	Location
QHSSE Manager/GM	Specialist	QA/QC	Northern Governorates

Job purpose

Lead the development, implementation and maintenance of YWC's Corporate Management System, ensuring that policies, procedures, SOPs, processes and quality requirements are systematically developed, controlled, implemented, reviewed and continuously improved.

Key responsibilities

- Lead the development and implementation of YWC's Corporate Management System.
- Establish and maintain corporate standards for policies, procedures, SOPs and process documentation.
- Coordinate with Directors and Function Specialists to ensure processes are documented, standardized and aligned.
- Establish the corporate document-control and review framework and ensure compliance.
- Drive quality assurance, process compliance and continuous improvement across YWC.
- Monitor the implementation and effectiveness of the management system and identify gaps and corrective actions.
- Maintain governance of the controlled corporate repository and ensure document ownership is clearly assigned.
- Support internal audits, management reviews and follow-up of agreed improvement actions.
- Provide quality and process reporting to the CEO and senior management.
- Build QA/QC capability, awareness and consistent management-system practices across YWC.

Person specification

Essential

- PG/Masters in Quality Management, Engineering, Business Administration or related field.
- 10+ years in quality, management systems, process improvement or a related field, including experience leading teams or major initiatives.
- Strong experience in management systems, process governance, document control, quality assurance and continuous improvement.
- Experience developing and implementing policies, procedures and SOPs within a complex organization.
- Resident or long-term in the YWC service area.

Desirable

- ISO 9001 Lead Auditor/Lead Implementer or similar certification.
- Experience in water, utilities or other regulated sectors.
- Experience in organizational transformation and management-system implementation.
- Professional certification in quality, process excellence or project management.

Behavioral competencies

- **Integrity & accountability** — Acts ethically and transparently; takes ownership of commitments and decisions.

- **Quality & governance mindset** — Establishes disciplined standards and ensures consistent application of the management system.
- **Analytical & improvement mindset** — Identifies process gaps and applies practical improvements.
- **Delivery & results focus** — Plans, priorities and follows through to deliver dependable results.
- **Collaboration & influence** — Works effectively with Directors and functions and builds commitment to common standards.
- **Adaptability & continuous improvement** — Embraces change and continuously improves systems and ways of working.

Key relationships

Internal: CEO, Directors, Function Specialists, HR, Finance, Operations, Asset Management, Commercial and all YWC functions.

External: Management Contractor, auditors, consultants, regulators and relevant quality-management bodies.

Selection criteria (assessed at shortlist and interview)

Criterion	Weight
Management-system and QA/QC expertise	35%
Relevant utility / sector experience and track record	25%
Delivery, results and problem-solving	20%
Behavioral competencies and cultural fit	20%
Total	100%

Success measures (first year)

- Corporate Management System established and operational.
- Policies, procedures and SOPs controlled and maintained.
- Process compliance / quality gaps identified and addressed.
- Audit and management-review actions closed.
- Document review cycle maintained.

YARMOUK WATER COMPANY

Job Description — Recruitment

Process & Quality Specialist-position #12

Reports to	Grade	Function	Location
QHSSE Manager/GM	Specialist	QA/QC	Northern Governorates

Job purpose

Support the development, standardization, implementation and continuous improvement of YWC business processes, ensuring that processes are clearly defined, documented, and measurable and aligned with the Corporate Management System.

Key responsibilities

- Support Function Specialists and Directors in mapping, documenting and standardizing business processes.
- Develop process maps, workflows, procedures, SOPs and related quality documentation.
- Review processes to identify duplication, gaps, inefficiencies and improvement opportunities.
- Define process controls, interfaces, responsibilities and performance measures.
- Monitor process implementation and compliance and identify deviations.
- Support root-cause analysis and development of corrective and improvement actions.
- Coordinate process reviews and updates with process owners and relevant functions.
- Maintain process architecture and links between processes, procedures and corporate requirements.
- Support internal audits, management reviews and continuous-improvement initiatives.
- Provide process and quality analysis and reporting to the QA/QC Lead and senior management.

Person specification

Essential

- Bachelor's degree in Engineering, Quality Management, Business Administration or related field.
- 5+ years in process improvement, quality management, business process management or a related role.
- Experience in process mapping, SOP development, root-cause analysis and continuous improvement.
- Ability to work across multiple functions and translate operational requirements into practical processes.
- Resident or long-term in the YWC service area.

Desirable

- ISO 9001 or Lean / Six Sigma certification.
- Business Process Management (BPM) or process-modeling experience.
- Water, utilities or other regulated-sector experience.
- Experience in organizational transformation and process standardizations.

Behavioral competencies

- **Integrity & accountability** — Takes ownership of process quality and agreed actions.
- **Analytical & improvement mindset** — Uses evidence to identify root causes and practical improvements.
- **Delivery & results focus** — Converts requirements into implementable processes.
- **Collaboration & teamwork** — Builds effective working relationships across functions.

- **Communication & influence** — Explains processes clearly and gains stakeholder alignment.
- **Adaptability & continuous improvement** — Embraces change and seeks better ways of working.

Key relationships

Internal: QA/QC Lead, CEO, Directors, Function Specialists, HR, Finance, Operations, Asset Management, Commercial and all YWC functions.

External: Management Contractor, auditors, consultants and relevant process/quality specialists.

Selection criteria (assessed at shortlist and interview)

Criterion	Weight
Process, quality and continuous-improvement expertise	35%
Relevant utility / sector experience and track record	25%
Delivery, results and problem-solving	20%
Behavioral competencies and cultural fit	20%
Total	100%

Success measures (first year)

- Priority processes mapped and documented.
- SOPs and procedures standardized with process owners.
- Process gaps and improvement actions tracked.
- Process reviews completed according to schedule.
- Improvement initiatives delivered and monitored.

YARMOUK WATER COMPANY

Job Description — Recruitment

Workforce Planning Specialist-position #13

Reports to	Grade	Function	Location
HR Director	Specialist	Human Resources	Northern Governorates

Job purpose

Provide specialist expertise to optimize headcount and support organization design with workforce analytics.

Key responsibilities

- Headcount planning, position management and establishment control.
- Support organization design, position management and headcount planning.
- Support performance management and administration of the reward/incentive framework.
- Support in training & development management & initiatives.
- Support ERP-HR utilization and HR-data integrity.
- Organization-design support and structure maintenance.
- Workforce analytics, reporting and scenario modelling.
- Support workforce-optimization initiatives.

Person specification

Essential

- BSc in HR or Business Administration.
- 4+ years in workforce planning or HR analytics.
- Workforce analytics, organization design, HR optimization initiatives design & execution, and ERP-HR reporting.

Desirable

- Advanced analytics skills.
- Position-management-system experience.
- HR accounting skills.
- Unionized-environment experience.

Behavioral competencies

- **Integrity & accountability** — Acts ethically and transparently; takes ownership of commitments and stands behind decisions.
- **Analytical & structured thinking** — Organizes information logically and models scenarios clearly.
- **Attention to detail & data quality** — Safeguards the accuracy and completeness of records and data.
- **Discretion & confidentiality** — Handles workforce and personal data responsibly.
- **Collaboration & teamwork** — Works constructively across functions and with the Director; builds trust and shares knowledge.
- **Delivery & reliability** — Produces accurate, timely work and can be relied on to follow through.

Key relationships

Internal: HR, Finance (budget) and directors.

External: Benchmarking sources.

Selection criteria (assessed at shortlist and interview)

Criterion	Weight
Functional and technical expertise in workforce planning and analytics	35%
Relevant experience and track record	25%
Delivery, results and problem-solving	20%
Behavioral competencies and cultural fit	20%
Total	100%

Success measures (first year)

- Establishment accuracy
- Optimization savings
- Reporting cadence

YARMOUK WATER COMPANY

Job Description — Recruitment

Community Engagement Specialist-position #14

Reports to	Grade	Function	Location
Community Engagement, Communications & Social Media Director	Specialist	Community Engagement / Communications	Northern Governorates

Job purpose

Act as the field focal point for community engagement and stakeholder relations across YWC service areas, supporting institutional reputation, community trust, early identification of emerging issues, and social acceptance of YWC programmes, projects and service interventions.

Key responsibilities

- Broaden campaign themes to include the unified customer service number 117116, responsible water use, protection of water resources, wastewater awareness, climate resilience, sustainability, and other approved corporate awareness priorities.
- Develop and maintain a structured stakeholder map and database covering governors, district administrators, municipalities, local councils, universities, schools, NGOs/CBOs, community leaders and other relevant institutions across Irbid, Ajloun, Jerash and Mafraq.
- Include emergency and crisis community communication, ensuring timely field coordination and consistent messaging during major interruptions, operational incidents, adverse weather, emergency works and other events affecting communities.
- *Support community engagement before and during infrastructure projects, rehabilitation works, excavations and network interventions, helping explain expected impacts, timelines and community benefits in coordination with technical teams.*
- Gather community feedback and grievances and channel them to the relevant functions, tracking resolution.
- Apply inclusive engagement approaches that consider geographic, social and accessibility barriers and ensure appropriate participation of women, youth, vulnerable groups and hard-to-reach communities where relevant.
- Prepare engagement materials, briefings and reports for the Director.
- Coordinate with Commercial & Customer Service, Operations and Communications on community-facing messaging.
- Identify and propose partnerships and joint initiatives with municipalities, universities, schools, civil-society organisations and community institutions that support YWC awareness, sustainability and community-engagement objectives.

Person specification

Essential

- BSc/BA in Public Relations, Communications, Media, Sociology, Social Work, Development Studies, Public Administration, Political Science or another relevant field.
- 6+ years in community engagement, public participation or stakeholder relations, ideally in utilities or public services.
- Strong facilitation, outreach and relationship-building skills; fluent Arabic and good English.
- Resident or long-term in the YWC service area (Irbid or the northern governorates).

- Strong knowledge of the social, institutional and community context of Northern Jordan, with willingness and ability to travel extensively across YWC service areas.

Desirable

- Experience in water/utilities or donor-funded community programmes.
- Practical knowledge of stakeholder mapping, community issue tracking, consultation techniques, conflict-sensitive communication and escalation of emerging community risks.
- Experience engaging refugee-hosting or vulnerable communities.

Behavioural competencies

- **Integrity & accountability** — Acts ethically and transparently; takes ownership of commitments and stands behind decisions.
- **Cultural sensitivity & inclusion** — Engages diverse and vulnerable groups respectfully and inclusively.
- **Empathy & active listening** — Listens genuinely to communities and reflects their concerns.
- **Facilitation & influence** — Runs constructive dialogue and builds consensus among stakeholders.
- **Relationship-building** — Establishes durable, trust-based relationships with partners and communities.
- **Delivery & results focus** — Plans, prioritises and follows through to deliver dependable results, including under pressure.

Key relationships

Internal: Community Engagement, Communications & Social Media Director, Commercial & Customer Service, Operations, and the Communications and Social Media specialists.

External: Community leaders, municipalities, local councils, schools, NGOs/CBOs and donor community programmes.

Selection criteria (assessed at shortlist and interview)

Criterion	Weight
Functional and technical expertise in community engagement and public participation	35%
Relevant experience and track record	25%
Delivery, results and problem-solving	20%
Behavioural competencies and cultural fit	20%
Total	100%

Success measures (first year)

- Engagement activities delivered
- Community reach and participation
- Feedback and grievances resolved
- Awareness-campaign outcomes
- Strength of stakeholder relationships
- Early identification and timely escalation of community issues and reputational risks.

YARMOUK WATER COMPANY

Job Description — Recruitment

Communications & Media Specialist-position #15

Reports to	Grade	Function	Location
Community Engagement, Communications & Social Media Director	Specialist	Community Engagement / Communications	Northern Governorates

Job purpose

Provide specialist expertise to support the Director in planning and delivering YWC's corporate communications, media relations, stakeholder communications and public information; proactively protect and strengthen the company's reputation; ensure accurate, consistent and timely communication; and support preparedness for incidents, crises and high-profile public issues.

Key responsibilities

- Draft, edit and coordinate approval of press releases, public statements, media responses, newsletters, publications, website content, talking points, speeches, briefing notes and other corporate communication materials in Arabic and English.
- Manage day-to-day media relations, including maintaining an updated media database, responding to media enquiries, coordinating interviews, preparing spokespersons and ensuring accurate follow-up with journalists and media outlets.
- Deliver incident and crisis communications (bursts, outages, contamination, water-quality reassurance) with Operations and management.
- Plan and support internal communications across YWC, including staff announcements, management messages, internal campaigns and communication materials that improve employee awareness of company priorities, services and change initiatives.
- Maintain brand consistency, messaging guidelines and communications templates.
- Conduct structured daily media and public-issue monitoring, assess public sentiment and emerging reputational risks, prepare regular media-monitoring and issue-management reports, and recommend communication responses or escalation where required.
- Plan and coordinate public information related to tariffs, service changes, water distribution schedules/rationing, customer-service channels, projects and public-awareness campaigns, ensuring messages are understandable, fact-checked and aligned with approved company positions.
- Support the Director in annual and monthly communication planning, stakeholder mapping, campaign planning, speeches, executive briefings, media plans, communication calendars and reporting against agreed communication objectives and KPIs.
- Track communication KPIs and prepare monthly/quarterly dashboards covering media coverage, sentiment, response times, content outputs, campaigns and emerging issues for the Director and management.
- Develop and maintain media contact lists, stakeholder maps, key-message banks, FAQs and issue briefs for recurring or sensitive topics.

Person specification

Essential

BA/BSc in Communications, Journalism, Public Relations or a related field.

6+ years in corporate communications, media relations or journalism.

Excellent writing and editing in Arabic and English; media-handling experience.
Resident or long-term in the YWC service area.

Desirable

Crisis-communications experience.

Utility, public-sector or infrastructure communications experience.

Design/publication or audiovisual-production skills.

Behavioural competencies

- **Integrity & accountability** — Acts ethically and transparently; takes ownership of commitments and stands behind decisions.
- **Sound judgement & reputation awareness** — Weighs the reputational impact of messages and acts prudently.
- **Composure under pressure** — Stays calm and clear during incidents and crisis communications.
- **Clarity & compelling communication** — Writes and speaks clearly, accurately and persuasively.
- **Collaboration & teamwork** — Works constructively across functions and with the Director; builds trust and shares knowledge.
- **Delivery & responsiveness** — Turns information around quickly and reliably when it matters.

Key relationships

- **Internal:** Director, executive management, Operations (incidents), Commercial & Customer Service, and HR (internal communications).
- **External:** Media outlets, journalists, MWI/WAJ communications, donors and PR agencies.

Selection criteria (assessed at shortlist and interview)

Criterion	Weight
Functional and technical expertise in corporate communications and media relations Proposed enhancement: Corporate communications, media relations, crisis/issue management, writing/editing and media monitoring.	35%
Relevant experience and track record Proposed enhancement: Evidence of relevant institutional/public communications experience and a strong portfolio of outputs/results.	25%
Delivery, results and problem-solving Proposed enhancement: Ability to deliver accurate communications under deadlines, solve information gaps and coordinate cross-functional approvals.	20%
Behavioural competencies and cultural fit Proposed enhancement: Judgement, integrity, composure, collaboration, stakeholder orientation and cultural fit.	20%
Total	100%

Success measures (first year)

Media coverage and tone

Timeliness of public and crisis communications

Publications and content delivered

Message consistency

Stakeholder feedback

YARMOUK WATER COMPANY

Job Description — Recruitment

Social Media & Digital Content Specialist-position #16

Reports to	Grade	Function	Location
Community Engagement, Communications & Social Media Director	Specialist	Community Engagement / Communications	Northern Governorates

Job purpose

Provide specialist expertise to support the Director in managing YWC's social-media channels and digital content, engaging customers online and strengthening the company's digital presence and responsiveness.

Key responsibilities

- Plan, create and publish digital content across YWC's social-media channels (posts, graphics, short video, stories, field photography & video content).
- Manage day-to-day online community management, responding to queries, comments and complaints with Customer Service.
- Deliver digital campaigns (conservation, awareness, service updates) aligned to the communications plan.
- Monitor social-media channels, sentiment and trends, and escalate issues to the relevant functions.
- Produce analytics and performance reports and recommend improvements.
- Maintain the content calendar, brand voice and online community guidelines.
- Coordinate with Customer Service, IT and Communications on integrated digital messaging.
- Support rapid dissemination of incident and service information on digital channels.

Person specification

Essential

- BA/BSc in Communications, Digital Media, Marketing or a related field.
- 4+ years managing social-media channels and creating digital content, ideally for a public-facing organisation.
- Content-creation, community-management and analytics skills; fluent Arabic and good English.
- Resident or long-term in the YWC service area.

Desirable

- Graphic-design, video-editing or photography skills.
- Paid-social and campaign-management experience.
- Experience integrating social channels with customer-service/contact-centre operations.

Behavioural competencies

- **Integrity & accountability** — Acts ethically and transparently; takes ownership of commitments and stands behind decisions.
- **Creativity & storytelling** — Generates fresh, engaging content ideas that resonate with audiences.
- **Responsiveness & agility** — Monitors channels and responds quickly and appropriately.

- **Brand & audience awareness** — Maintains a consistent voice and understands what different audiences need.
- **Collaboration & teamwork** — Works constructively across functions and with the Director; builds trust and shares knowledge.
- **Analytical & data-driven** — Uses analytics to measure impact and improve content and campaigns.

Key relationships

Internal: Director, Commercial & Customer Service (contact centre), the Communications specialist, IT and Operations.

External: Customers and followers, social-media platforms, and content/creative vendors and agencies.

Selection criteria (assessed at shortlist and interview)

Criterion	Weight
Functional and technical expertise in social media and digital content	35%
Relevant experience and track record	25%
Delivery, results and problem-solving	20%
Behavioural competencies and cultural fit	20%
Total	100%

Success measures (first year)

- Channel growth and engagement
- Response time to online queries and complaints
- Campaign performance
- Content output and quality
- Sentiment trend