

As a leading ICT Player and an Equal Opportunity Employer, Telecom Namibia takes pride and passion in developing and implementing cutting edge technological solutions that underpin a high-performance ICT service provider of world class standards. Our commitment is to pay competitive remuneration and nurture Human Capital to meet the needs of our customers.

If you are interested in a challenging career and share our vision of service excellence, an exciting opportunity exists for the filling of the following position in Windhoek.

POSITION:	ACCOUNT MANAGER: INTERNATIONAL
DIVISION:	COMMERCIAL
JOB GRADE:	D3
REPORTING TO:	SENIOR MANAGER: WHOLESAL AND INTERNATIONAL
DUTY STATION:	WINDHOEK

KEY PURPOSE:

The purpose of the Account Manager International is to assume full responsibility for acquisition, owning, developing and management of and continued relationship with licensed operator segment of International customers or customers within an ICT industry. Initiates, provides, guides, and coordinates all service, sales and buying activities for customers. Assist customers in optimizing the utilization of existing systems/network, advises on enhancements, & explores & recommends solutions to interested or potential customers, deepening customer loyalty and growing this segment of the market. Identifies opportunities to grow business with existing clients by collaborating with internal departments (Technical/Commercial/Finance) to facilitate client need fulfillment. Supports TN core infrastructure in international connectivity optimization and dimensioning and support the business in understanding the global ICT trends (Regional and international).

KEY RESULT AREAS:

- Manages the relationships with International/Wholesale customers.
- Manage and grow existing business customers and Sales to business customers.
- Accounts for lead generation and lead identification regarding international customers.
- Liaise with International Customers and Customer Engagement
- Decides on GO/NO-GO of proposal development and proposal compilation.
- Prepare, executes, and follows up of all International Customers facing activities together with Service Management and Proposal Specialist;).
- Guarantees competitiveness and optimization of TN International Infrastructure as per the Global Trends.
- Develops the Budget, Guarantees correct, order creation and conduct pricing and collects due payments.

KEY QUALIFICATIONS AND EXPERIENCE REQUIRED:

- **Technical Diploma with focus on telecommunications:**
8 years working experience required; thereof 5 years in telecommunications industry and at least 3 years in commercial sales area/service provisioning area.
- **Bachelor's Degree with focus on telecommunications:**
5 years working experience required; thereof 3 years in telecommunication industry and at least 2 years in commercial sales area /service provisioning area.
- **A Code BE Drivers' Licence will be an added advantage**

Broad experience and technical expertise in communication technologies, high-tech products, and communications infrastructure with special regard to telecommunications. Extensive product and market knowledge of the international telecommunications market with a particular focus on the Namibian market. A driver's license will be an added advantage.

KEY KNOWLEDGE REQUIRED:

Sound knowledge of TN products and services from a business customer point of view, i.e. product potential to satisfy business customer's needs, moderate knowledge of CRM and billing systems, In-depth knowledge of TN's competitors within the business customer market, i.e. their portfolio and prices, business/commercial understanding to that extent to comprehend business customer's commercial situation, industry expertise with the knowledge about specific industry strategic situation (challenges, trends etc.) depending on particular customer portfolio profile, knowledge about TN's business environment e.g. strategic and technological trends within the telecommunications market and a good knowledge of all TN's sales processes in the context of sales to business customers (contracting, negotiation etc.).

KEY CHARACTERISTICS:

Decision making and assertive with excellent communications, strong sense of customer orientation, strong in convincing people, stress and load resistant, strong in goal reaching and business orientation with a competitive attitude.

NOTES TO APPLICANTS:

Applicants requiring further information about these jobs should direct their inquiries to the following persons:

- Senior Manager: Wholesale and International at 061 2012806

Suitably qualified applicants from designated groups defined in the Affirmative Action Act (1998) are encouraged to apply.

A comprehensive application supported by a detailed CV with copies of educational qualifications should be addressed in confidence to: The Acting: Chief Human Resources Officer, PO Box 297, Windhoek or via email: Dollyn@telecom.na.

Only short-listed candidates will be communicated with, and no personal documents will be returned.

CLOSING DATE: 30 August 2023