

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.

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<b>POSITION:</b>	COMMERCIAL/TELESHOP SUPERVISOR: OKAHANDJA (1X)
<b>DIVISION:</b>	COMMERCIAL
<b>JOB GRADE:</b>	C3
<b>REPORTING TO:</b>	COMMERCIAL MANAGER: OMAHEKE & CENTRAL
<b>DUTY STATION:</b>	OKAHANDJA

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#### KEY PURPOSE:

A Teleshop Supervisor is responsible for sales to new and TN's existing residential customers from his/her Teleshop(s). The holder of this position plans, co-ordinates and monitors activities of Teleshop Agents working for his/her Teleshops. The Teleshop Supervisor is responsible for key customer relationship management, maintaining Teleshop functionality and achieving targets set by the area's Commercial Manager. The holder of this position also has the overall responsibility for complaint management.

#### KEY RESULT AREAS:

- Conduct the Teleshop(s) activities in line with TN's Residential Sales strategic plan and residential sales processes and guidelines (e.g. POS process).
- Ensure sales of products and services to TN's new and existing customers
- Conduct PR and sales initiatives;
- Identify up- and cross-selling opportunities with existing customers and trigger these opportunities;
- Ensure functionality of Teleshop and alignment with Telecom Namibia's image
- Ensure quality of service provided through Teleshop(s)
- Ensure customer relationship management with TN's new and existing customers
- Problem, incident and escalation management for assigned Teleshop(s)
- Co-ordinate and monitor tasks of Teleshop Agents and 3rd party services in Teleshops
- Plan and manage all staffing requirements within Teleshops (e.g. administer and approve leave and working hours for Teleshop Agents)
- Manage performance of staff in Teleshop(s)
- Ensure sufficient and effective training at all levels with regards to new products and services business processes as well as customer relationship management
- Planning and reviewing career paths and individual development plans of employees
- Allocate, monitor and control allocation of budget for Teleshop activities
- Coordinate and monitor all financial activities in Teleshop(s) (e.g. daily collections, balancing of accounts)
- Document and report sales statistics in their entirety (broadband, pre-paid, etc.), performance statistics, number of service orders generated and problems and incidents
- Ensure compliance to stock transfer policy
- Provide feedback given by customers with regards to products and services to Commercial Manager
- Monitoring and solving invalid file cases in close cooperation with Back-Office
- Communicate to Back-Office changes in suspended customer list
- Monitor the processing of application forms
- Check reconciliation and consolidation of accounts
- Monitor inventory usage and authorize new / more inventory purchase requests
- Maintain Teleshop with regards to its functionality
- Ensure administering of customer feedback surveys

**KEY QUALIFICATIONS AND EXPERIENCE REQUIRED:**

- A Grade 12 Certificate (with a minimum of 20 points over 5 subjects including English).
- 3-5 years of experience in the sales / marketing of Telecommunication products
- Diploma with focus on Telecommunications: 2-3 years of experience in the sales / marketing of Telecommunication products. OR
- Diploma with focus on Sales / Marketing
- 2-3 years of experience in the sales / marketing of Telecommunication products.
- Basic experience and technical expertise in communication technologies, high-tech products, and communication infrastructure with special regard to telecommunications with
- Extensive product and market knowledge with regards to the regional customer base and their needs.

**KEY KNOWLEDGE REQUIRED:**

- Good Knowledge of applicable TN's standards / guidelines,
- Very good knowledge of all TN's sales processes in the context of sales to residential customers (contracting, negotiating etc.),
- In-depth knowledge of TN's products and services, Good operational knowledge of CRM, Accounting and Billing Systems,
- Good operational Knowledge about complaints/query/dispute resolution process, Good knowledge on competitors' offering.
- Basic technical knowledge regarding products, services, and technologies.

**PERSONALITY REQUIREMENTS**

Decision making and assertive, Outstanding sense of customer orientation, Strong sense of profitability, Accurate and precise, Communicative, Resourceful, Driven and highly goal orientated. Good ability to perform under pressure.

**NOTES TO APPLICANTS:**

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

- Commercial Manager: Omaheke & Central: Mr. Selvin Amunyela at telephone number: +264 61 201 2884 or Cell: +264 852908448

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 Human Resources Business Partner, Corporate Human Resources: Mrs. W.N. Frai, PO Box 297, Windhoek.

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

**CLOSING DATE:** 1 September 2023