

VACANCY

make the connection

mtc

The growth at MTC, Namibia's leading telecommunications company, now warrants appointment in the following vacancy:

Field Service Consultant C2 (Kavango Region)

The incumbent will report to the **Manager: Distribution**

Job Competencies Include:

The position's purpose is to be the first line of contact between MTC and all MTC dealers, aiming to maximise customer commitment and revenue and achieve optimal customer satisfaction.

- Ensure excellent customer service is delivered to all dealers by executing all processes per the agreed-upon Field Service Consultant operations procedure manual.
- Provide regular communication with dealers by email, phone and face-to-face (trade) visits to foster a solid relationship and resolve dealer complaints quickly and efficiently.
- Identify and engage with potential new dealers and retailers in current and future revenue stream generation for MTC products and services.
- Ensure that the dealers have the latest branding material and display it correctly.
- Identify new branding opportunities.
- Promote and present MTC products and services to potential customers in the regions and hand over the deals to either the Mobile Homes or the dealers to sign up.
- Ensure the target is met on dealer orders' sales monthly / annually.
- Assist with sales planning by attending and participating in the various platforms available and with the relevant stakeholders to ensure sales and promotions occur.
- Collaborate with the technology department to identify low-revenue network tower sites and plan regional sales events via promotion to maximise revenue generation.
- Identify relevant and strategic locations and site opportunities for branding in the regions and report to the distribution and marketing department manager with images of locations.
- Conduct the actual training for dealers and key retailers as the business requires.
- Evaluate the customer satisfaction and mystery shopper survey outcomes and take necessary corrective measures.

Qualifications and Personal Competencies:

- Diploma in Marketing / Communications or related field or 2 years' experience.
- Total work experience required to work in this position: 4-5 years.
- Customer relations role in a FMCG environment: 3 years.
- Experience in CRM and retail environment: 3 years.
- Excellent teamwork and interpersonal skills.
- Knowledge of the Namibian Road Map.
- Ability to solve problems and make decisions.
- Able to understand/speak Rukwangali is an advantage.
- Successful candidate will be located in Rundu.
- Must have a valid driver's licence.
- Must be a Namibian citizen or have permanent residency.

Application Closing Date: Thursday, 30 January 2025

Submissions should contain a comprehensive CV, a cover letter and certified qualifications. These should be addressed as follows:

Application: (Please state clearly which position you are applying for)

Att: Human Resource Practitioner, Alexis Barry,
P O Box 23051, Windhoek, or C/o Mose Tjitendero & Hamutenya
Wanahepo Ndadi Street, Olympia, Windhoek

For electronic applications, please only apply via the recruitment site.
https://jobopportunities.net/jobs_search.aspx

No hand-delivered applications will be accepted.

NB: Only short-listed candidates will be contacted, and NO CVs or documents will be returned.

*** Previously disadvantaged people are encouraged to apply. MTC is an equal opportunities employer and offers a competitive remuneration package to the successful candidate.**



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