

BOKOMOTM

WE ARE HIRING



CAREER OPPORTUNITY

At Bokomo Namibia, a joint venture between the Frans Indongo Group (Namibia) and PepsiCo Inc, you get the best of both worlds: an entrepreneur's mindset plus reach and resources through our worldwide network. Bring your unique perspective. Bring curiosity. Bring ingenuity, and drive. We'll give you a platform to be daring.

Clerk: Claims

Reporting to the **Manager: Sales Operations**, the **Clerk: Claims** will be for handling and processing service-related claims submitted by customers and ensure that claims are properly filed, verified, and resolved in a timely and accurate manner.

Key Responsibilities

- Ensure all requested documentation is obtained and attached to process the claim;
- Sort all documentation according to the Order and Delivery Schedule;
- Responsible for calculating the VAT percentage;
- Validate all claims by checking all incoming documents to ensure compliance with SOPs;
- Responsible for accurately processing claims on SAP;
- All transactions should be processed in a timely and accurate manner with either a credit or debit number on SAP daily;
- Report all incomplete and suspicious incoming documentation to Manager: Sales Operations;
- Responsible for control of claim bags and seals;
- Handling of claim related queries;
- Responsible for dealing with all requests to access files;
- Develop an efficient filing system to make updating and retrieving files easier;
- Follow policies and confidentiality dictations to safeguard data and information;
- Support receptionist when and where required;
- Support administrator when and where required;
- Work in close co-operation with Key Accounts, Field Sales, Planning & Replenishment and Demand Chain Departments to ensure high customer service levels;
- Execute all other legal and reasonable duties as directed by the employer including but not limited to periodic inventory counts;
- Comply with legal requirements and Competition Law.

Qualification and Experience Required:

- Valid Grade 12
- Two years' experience in Claims/Order Administration in the FMCG environment
- Basic computer knowledge, Microsoft office and emails.
- Must be result driven with planning and organizing skills
- Must have disciplined approach
- Good interpersonal relations
- SAP will be an added advantage

Submit Your Application
hrrnamibia@bokomonamibia.com.na



BOKOMO™

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Skills and Knowledge

- Confident, hard-working employee to meet high performance standards
- The ability to handle staff
- Highly Dependable and responsible person
- Relationship builder with interpersonal skills
- Result driven achiever with planning and organizing skills
- Innovative problem solver who can generate workable solutions and resolve complaints
- Microsoft Office suite Proficient

Closing date: 28 May 2025

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