

VACANCY

make the connection



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

Controller: Retail Stores – North East (C5)

The incumbent will report to the **Manager: Retail Stores Countrywide**

Job Competencies Include:

The purpose of the position is to coordinate and oversee the operations of Retail Stores and the retail net profit by driving sales, customer service delivery and controlling costs at regional level.

- Ensure that each Retail Stores under the regional jurisdiction achieves targets for sales, retention and budgets.
- Monitor and assist with the implementation of sales campaigns consistently and timely throughout the region.
- Provide input in the various platforms with relevant stakeholders to ensure proper collaboration with sales planning and execution.
- Ensure that MTC Brand presence is adhered to by ensuring that POS (Point of Sale) material is distributed and correctly displayed.
- Ensure customer engagement levels are maintained through monitoring the customer service delivery at all regional Retail Stores.
- Analyse and consolidate feedback action plans of regional Customer Service Satisfaction surveys and Mystery Shopping in line with the MH Operational Procedures.
- Attend to and resolve complex customer complaints escalated by Retail Stores Supervisors.
- Physically monitor stock levels through scheduled and adhoc stock counts and compare to system stock levels.
- Identify and report stock discrepancies and losses as per the MTC Stock, Cash and Device Control Procedures.
- Ensure the stores comply to all health and safety guidelines in line with the SHE Policy and Procedure.
- Maintain overall security levels and housekeeping regulations by complying with Retail Stores Operational Procedures and MTC Building and Facilities Operational Procedures through continuous inspections.
- Initiate corrective action where required by liaising with Manager Retail- Countrywide and support services for prompt assistance.
- Compile Sales progress reports on a weekly/monthly basis and submit to Retail management.
- Compile quarterly after-sales report of sales initiatives to department.
- Ensure Labour issues are dealt with effectively, are instilled, and company image is adhered to.
- Ensure Staff training and coaching takes place on all platforms.
- Monitor staff performance, identify training needs and escalate to the Manager: Retail Stores Country Wide.
- Plan and manage staff leave in conjunction Manager: Retail Stores Country Wide.
- Ensure a climate of cooperation and high performance is created for customer service.
- Provide input on OPEX regarding capital expenses by combining regional requirements to Manager Retail-Countrywide.
- Monitor expenditures to avoid overspending, such as Stationery, Office Expenses, Petty Cash and other accounts as highlighted by the Management and Finance department.

Qualifications and Personal Competencies

- Bachelor's degree in marketing or related field
- Experience working in a first level supervisory role - 3 Years
- Working within a customer relations and services environment - 3 Years
- Experience working with POS and CRM systems - 3 Years
- Must have friendly, patient and helpful disposition
- Must be well-spoken and fluent in English. Rukwangali will be an added advantage
- Excellent communication skills, (written and verbal) to engage customers
- Must be able to function in stressful environment
- Ability to lead and supervise a diverse team
- Ability to persuade and influence internal staff and customers
- Excellent problem-solving skills, organisational skills and detail orientated
- Ability to live up to the company values and promises
- Excellent team player
- Ability to negotiate and convince customers on MTC products and service offerings
- Experience in Microsoft Office Suite
- Must have a valid driver's license
- Must be a Namibian citizen or have permanent residency

Application Closing Date: Tuesday, 11 March 2025

Submissions should contain a comprehensive CV supported by a motivation (cover) letter and Qualifications and 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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