

Now Hiring



MTC Maris is a wholly owned subsidiary of MTC, and an e-money issuer licence holder issued by the Bank of Namibia. It is the fintech arm of the MTC group and now requires the appointment of:

Mobile Money Customer Operations Manager D3

The incumbent will report to the **GM Fintech**.

Job Competencies:

The role is responsible for managing the day-to-day operations of MTC Maris customer care and retention teams. The role focuses on delivering exceptional customer experience across mobile money touchpoints, ensuring operational efficiency, customer retention, and alignment with regulatory and industry best practices. This includes managing performance metrics, enhancing service quality, and contributing to strategic customer engagement initiatives.

- Develop and execute customer service strategy tailored to mobile money services in line with the overall MARIS strategy.
- Set service standards and ensure compliance with mobile financial regulatory expectations.
- Ensure timely and professional resolution of customer complaints and manage case escalation procedures and root cause analysis.
- Oversee day-to-day operations of the mobile money customer care and retention units.
- Attend to complex customer complaints that require decision making outside the parameters of normal procedure and protocols, with efforts to minimise complaints escalated to the GM: Fintech.
- Lead retention initiatives for high-value and at-risk customers.
- Implement loyalty strategies and proactive communication campaigns.
- Prepare monthly, weekly, and ad hoc performance reports for internal stakeholders.
- Monitor the progress made by immediate subordinates and coordinate and direct their activities towards the achievement of the objectives and targets of the section.

Qualifications and Personal Competencies:

- Bachelor's degree in business administration, finance, or a related field.
- Master's degree in business administration, finance or customer experience or related field (advantage).
- Professional qualification in customer service management, financial services, or contact centre operations (advantage).
- Experience in customer operations, customer care, or mobile financial services, 8 years.
- Experience working in a leadership role in a customer care/service environment, preferably within financial services or telco, 5 years.
- Experience with CRM systems, data analysis, and reporting, 3 years.
- In-depth understanding of mobile money platforms, operations, and customer lifecycle.
- Proven ability to manage, lead and develop customer service teams.
- Ability to implement retention strategies and reduce churn in financial service environments.
- Excellent knowledge of compliance, risk management, and customer data protection in financial services.
- Ability to analyse customer service metrics and make data-driven decisions to enhance service delivery.
- Expertise in customer relationship management and retention strategies suitable for mobile money customers.
- Namibian citizenship or residency.

Application Closing Date: Thursday, 28 August 2025

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

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 CV's 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.



If you would like to apply, send your CV to careers@maris.com.na