

# VACANCY



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

## Supervisor: Retail Stores - Grootfontein (C3)

The incumbent will report to the: **Controller - Retail Stores**

### Job Competencies Include:

The purpose of the position is to supervise the daily operations of the MTC Mobile Home, including stock management, cash and banking control, housekeeping and security and customer service delivery.

- Drive and supervise daily customer service operations by ensuring monthly sales targets are achieved
- Provide proposals on sales campaigns to the Controller for review and approval in order to achieve target
- Actively engage in termination requests with an urgent approach to retain the customer
- Monitor and address issues on Customer Queues to achieve and maintain q-flow SLA to ensure that regular process improvements, evaluations and feedback are conducted to meet customer service demands
- Attend to requests and queries of Key Accounts & Enterprise customers, escalate where required and ensure follow up is done
- Ensure excellent product and system knowledge to support Retail Stores team for the fulfillment of customer requests and need
- Be responsible for and coordinate activities related to ordering, reordering and receipt of stock as per Stock Control procedure
- Daily issue and replenishment of stock to staff for sales purposes and monitor that stock is safely stored away
- Coordinate customer phone repairs by dispatching and receiving of phones under repair through PUP system Repair Centre
- Manage stock returns on cancel market offers, out of box replacements and cancelled orders to mitigate loss and/or fraud
- Manage, investigate, and ensure completion of all cash related activities with regards to open payments, pending payments, account level payments and staff cash boxes to prevent fraudulent activities
- Reconcile cash and bank takings to ensure accurate daily cash up and investigate, report all unresolved differences immediately to the Retail Controller and MH Accountant
- Inspect all security, maintenance, system failures and log tickets on relevant system to seek resolution
- Ensure Mobile Home cleanliness standards are upheld in line with the MTC Brand promise
- Take part in joint planning with management in order to achieve departmental goals
- Monitor expenditure to avoid overspend on stationery, office expenses, petty cash and other accounts as highlighted by Management and Finance department
- Provide input on OPEX regarding capital expenses by combining regional requirements to Retail Controller
- Compile monthly report of housekeeping incidents to Retail Controller in adherence to MH Housekeeping checklist
- Effectively manage age analysis reports from Finance to curb losses that may impact company revenues
- Monitor, investigate and attend to all incoming reports generated by CRM systems, such as pending prepaid activation orders, payments cancelled, open payments on accounts and pending orders, including provisioning requested order

### Qualifications and Personal Competencies:

- Diploma in marketing or related, 2 years
- Total work experience required for this position, minimum of 5 years
- Work experience in a customer relations environment, 3 years
- Sales experience in medium - large organisation
- Experience working in a first level supervisory role, 2 years
- Experience working on POS and CRM systems, 3 years
- Be patient, empathetic and able to put yourself in the customer's shoes
- Able to motivate
- Be customer service and sales oriented
- Excellent communication skills, (written and verbal) to engage customers
- Ability to work under pressure and occasional stress management
- Ability to persuade and influence internal staff and customers
- Problem solving skills, organisational skills
- Ability to live up to the company values and promises, an excellent team player
- Have a valid driver's license
- Be a Namibian citizen or have permanent residency

**Application Closing Date: Thursday, 18 September 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

Apply via the recruitment site: [https://jobopportunities.net/jobs\\_search.aspx](https://jobopportunities.net/jobs_search.aspx)

**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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