

PSE Agent – Windhoek**Location:** Windhoek**Closing Date:** 21 November 2025**Role Purpose**

The PSE Agent is responsible for engaging effectively with customers and delivering an exceptional customer experience. The role requires excellent communication skills, a customer-centric approach, and adherence to franchise standards to ensure high levels of satisfaction and loyalty.

Key Responsibilities

- Conduct daily follow-up calls to guests as per TSAM and Indongo Automotive Group standards.
- Record feedback on guest experiences and develop action plans for improvement.
- Follow up on customer queries and outstanding issues, ensuring timely resolution.
- Promote extended products such as warranties and service plans to guests.
- Adhere to franchise standards, processes, and quality requirements.
- Support customer retention through proactive and professional engagement.

Minimum Requirements

- Grade 12 qualification.
- Computer literate (Microsoft Office and Motodata or similar).
- Toyota franchise experience will be advantageous.
- Ability to analyze responses and data.
- Excellent verbal and written communication skills.

Additional Requirements

- Namibian citizenship or permanent residence.
- Strong interpersonal skills with a friendly and approachable demeanour.
- Ability to work collaboratively within a team.

- High level of integrity and professionalism.

Application Procedure

If you meet the requirements for this role and are ready to contribute to the success of our company, please apply through our recruitment portal at www.jobopportunities.net.

Equal Opportunity Employer

Indongo Toyota is an equal opportunity employer and encourages applications from suitably qualified Namibian candidates from all backgrounds.