

As a leading ICT player and equal-opportunity employer, Telecom Namibia is committed to innovation and service excellence. We are at the forefront of cutting-edge technologies, driving 5G expansion, cloud transformation, and managed cybersecurity services to enhance connectivity across Namibia. Our competitive remuneration and investment in human capital empower our employees to thrive in a rapidly evolving digital economy.

If you are a forward-thinking professional eager to shape the future of telecommunications, we invite applications for the following Executive positions based in Windhoek:

POSITION: CHIEF COMMERCIAL OFFICER (CCO) (5-YEAR CONTRACT)
REPORTING TO: CHIEF EXECUTIVE OFFICER
JOB GRADE: E3

KEY PURPOSE:

The Chief Commercial Officer (CCO) is responsible for leading the strategic direction and execution of Telecom Namibia's commercial strategy, including sales, marketing, product development, customer experience, pricing, and partnerships. Drives revenue growth, profitability, and market share. and ensures alignment with enterprise strategic goals and the realization of value across all customer segments and sales channels. Lead the overall strategic marketing, brand, and image strategy to drive growth and long-term brand value. Leads the design, development as well as implementation and management of the Company's Customer Service strategy. Develops a sales execution strategy and roll out customer-centric products and services, ensure product and service innovation, to enhance the customer experience, generate customer excitement, and establish a niche competitive edge for Telecom Namibia. Oversee the brand and image of Telecom Namibia, customer acquisition and retention, product and service development, and digital transformation to position Telecom Namibia as a market leader in a highly competitive telecommunications landscape.

KEY RESPONSIBILITIES:

- Develop and lead the commercial and marketing strategy.
- Oversee enterprise-wide sales execution and customer acquisition.
- Champion customer experience, retention, and loyalty.
- Develop digital Commercial strategy and Transformation.
- Direct the development of innovative products and services, and the Strategic Marketing and Pricing Strategy.
- Lead Commercial/business Analytics Strategy (Data Analytics, Insights, and Market Intelligence).
- Lead Commercial Operations and Budget Management.
- Provide Leadership and People Development .

KEY QUALIFICATIONS & EXPERIENCE:

At least a Master's degree in Business Administration, Marketing, Commerce or equivalent qualification with Executive training in Digital Transformation and AI in Commercial and Marketing strategy as an advantage with 10+ years of commercial and marketing in senior leadership in Telecoms.

Preferably demonstrated success implementing AI-driven commercial systems, agile marketing and brand management models, and data governance frameworks. Familiarity with ESG reporting and sustainability commercial metrics with broad experience and expertise in commercial and marketing strategy and brand management, telecommunications industry.

More than 10 years' experience in commercial strategy and brand management and more than 7 years of relevant leadership experience and customer retention initiatives. Deep insight in local, regional and globally evolving competition landscape, commercial and market trends and developments in the ICT industry with extensive knowledge in brand positioning strategy and market intelligence.

APPLICATION PROCESS:

- This recruitment is managed by Elite Employment Queries please contact: **Antoinette Druker**. Email: antoinette@eliteemployment.com.na Telephone: +264837234152 .
- Please apply by visiting www.eliteemployment.com.na and uploading your detailed CV to the specific job posting.

CLOSING DATE: 7 APRIL 2026

Furthermore:

- Applications submitted to Telecom directly, or by hand / Post will not be considered.
- Only shortlisted candidates will be contacted.
- Telecom is an Equal Opportunity Employer and operates in line with affirmative action guidelines. SADC residents may be considered.

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