

VACANCY



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

Key Accounts Executive - Windhoek x 2 (C3)

The incumbent will report to the: **Manager: Key Accounts**

Job competencies include the following:

The purpose of this role is to deliver excellent customer service to all existing MTC Corporate Customers by acting as a liaison between MTC and the customer for all their requirements and needs.

- Attend to customer correspondence received within agreed departmental SLAs and expedite the resolution of customer complaints to ensure and maximise customer satisfaction.
- Ensure that all customer complaints are dealt with and handled in line with the Customer Complaints Procedure so that appropriate solutions are provided.
- Analyse dunning reports on overdue amounts prior to dunning and exempt corporate customers based on sound reasons, therefore preventing unnecessary suspension of customer service.
- Defining and co-presenting solution recommendations and driving the overall sales opportunity to completion to establish sales solutions in accordance with sales pipeline.
- Perform cost-benefit and needs analysis of existing customers and provide solutions best suited to their needs to ensure retention of the customer portfolio with long-term contracts.
- Actively engage in termination requests with an urgent approach to retain the customer.
- Maintain relationships with clients by researching and recommending suitable product/service package selections based on their requirements.
- Analyse reports for renewals due monthly and ensure all contract dates are up to date.
- Analyse active customer portfolios and implement relevant effective sales strategies to achieve revenue and sales targets in accordance with departmental targets.
- Ensure solution selling by understanding client needs and propose customised telecommunications products.
- Create sales opportunities for MTC customers to achieve sales targets and follow up on pending sales opportunities while ensuring their timely completion by effectively coordinating the entire sales process with all relevant support teams.
- Define and co-present solution recommendations and drive the overall sales opportunity to completion to establish sales solutions in accordance with the sales pipeline.
- Undertake both prospective client due diligence and direct engagement with clients to understand overall requirements.
- Facilitate the end-to-end bid process and assist the bidding team to drive efficiencies, reviews, and continual improvement.
- Conduct consumer and market analysis based on relevant trends and implement improved processes twice annually.
- Promote effective internal collaboration and seamless handoffs to ensure smooth alignment between sales, delivery, and customer success teams.
- Adhere to regulatory requirements, company ethics, and operational procedures.
- Provide 24-hour support to call centre staff and customers requiring assistance with corporate account enquiries.
- Establish a corporate customer base.
- Investigate billing enquiries and disputes received from customers and ensure account adjustments where applicable are created and submitted.
- Extract customer account profile bi-monthly and update customer details on the CRM system to ensure accurate customer information is recorded to prevent fraudulent activities.
- Submit timely reports on performance metrics, market developments, and customer feedback.

Qualifications and Personal Competencies:

- Bachelor's degree in marketing, sales, business administration or a related field, 3 years
- Total work experience required to work in this position, 3 years
- Experience in a customer service environment, 3 years
- Experience working in a telecommunications environment is an added advantage
- Remarkable communication skills, empathy, quick thinking, and strong persuasion skills
- Maintain a positive and professional attitude toward customers
- Strong administration skills to keep records of customer interactions, transactions, comments, and complaints
- Ability to communicate and coordinate with colleagues throughout the organisation
- Drive value-based negotiations while balancing customer satisfaction and business profitability
- Ability to align customer challenges with technical capabilities and commercial offerings
- Ability to build trust and rapport through a deep understanding of the customer's industry and need
- Optimise and utilise selling opportunities throughout the life cycle of the customer
- Must have a valid driver's licence
- Must be a Namibian citizen or have permanent residency

Application closing date: Thursday, 07 May 2026

Submissions should contain a comprehensive CV, supported by a motivation (cover) letter, and qualifications and should be addressed as follows:

For electronic applications, please apply only via the recruitment site: https://jobportunities.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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