ERONGO red
power to the people

EXTERNAL VACANCIES

JOB INTERNSHIP - CUSTOMER CARE ASSISTANT X5

Business Unit: Supply Business
Duty Station: Walvis Bay x3, Swakopmund x1, Omaruru x1

Erongo Regional Electricity Distributor Company (Pty) Ltd, commonly known as Erongo RED is mandated to distribute and supply electricity in the Erongo Region. We are proud to announce that Erongo RED is an equal opportunity employer. Qualified applicants from the designated groups defined in the Affirmative Action (Employment) Act, Act No. 29 of 1998 are encouraged to apply. Preference will be given to women and persons with disability.

THE PURPOSE OF THE JOB:

The role of the Job Internship is to provide day-to-day customer support by assisting customers with enquiries, providing information on Erongo RED's products and services, reporting and following up on customer queries and assisting with the resolution of customer complaints in a professional and timely manner.

QUALIFICATIONS REQUIRED:

- Diploma in Customer Care Management or equivalent qualification.

ADVANTAGEOUS QUALIFICATIONS:

- Bachelor's Degree in Customer Care Management or equivalent qualification.

KEY PERFORMANCE AREAS:

- Day-to-day Customer Care Coordinator
- Customer Satisfaction
- Day-to-Day Customer Care Coordination
- Carry out administration and customer care reporting on the relevant functions
- Comply with SHEW policies and procedures
- Carry out ad-Hoc duties & adhere to the Erongo RED Policies and procedures
- Professional Development & Growth
- People and Performance Management

EXPERIENCE:

- None

Applicants who comply with the above-mentioned requirements may submit their CV's plus certified copies of educational qualifications to: **Ms. Emelia Gwala: Human Capital and Corporate Services Division, P.O. Box 2925, Walvis Bay, Contact Details: 064-201 9000 or hand deliver at Erongo RED Head Office, 91 Hage Geingob Street, Walvis Bay.** Please note that a psychometric assessment and a pre-employment medical assessment will be conducted. Only short-listed candidates will be contacted for interviews, no documents will be returned and no faxed or e-mailed applications will be accepted.

Closing Date: Monday, 02 November 2026

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