

**Division:** Enterprise Business  
**Department:** ICT & Business Development  
**Location:** Accra  
**Position:** Supervisory Contractor, Fixed Broadband Sales  
**Level:** Direct Contract  
**Reports to:** Manager, EB Key Accounts

### **Job Summary:**

Responsible for overseeing the operations of the sales team, building new customer base and organising sales activities towards target achievement.

### **Job Role**

- Assist sales representatives and team to meet and exceed goals
- Maintain inventory and ensure items are in stock
- Handle customer questions, complaints, and issues.
- Track weekly, monthly, and quarterly sales performance
- Generate Call Reason Report and recommend appropriate actions
- Maintain a database of all potential leads from all EBD engagement platforms (Digital, Call & Physical)
- Drive Loyalty to EBD customers through customer 360 information and initiate appropriate engagement platforms.

### **Education**

- Minimum of a Degree in Marketing or a related field

### **Experience**

Experience:

- Minimum of 2 years' relevant experience. A telecoms background would be an added advantage

### **Professional/Technical competencies:**

- Knowledge of the market and industry
- Strong knowledge in Marketing segmentation
- Customer Experience management
- MS Office Application
- Appreciation of all P10 initiatives
- Appreciation of BRIGTH strategy
- Knowledge of call center & IVR systems
- Knowledge of Customer Experience processes

### **Skills / physical competencies:**

- Excellent communication and presentation skills
- Excellent organizational skills
- Team working ability
- Customer satisfaction measurement
- Effective time management and ability to prioritize
- Ability to manage conflict
- Initiative and enthusiasm, and the ability to multi-task
- Ability to work under pressure and tight deadlines
- Result oriented
- Strong interpersonal skills
- Reporting

***Behavioural qualities:***

Must live the **MTN Values** of

- Can Do; Integrity; leadership; Innovation; Relationships

Must Live the **MTN Vital Behaviours** of;

*Complete Candor, Complete Accountability, Active Collaboration and Get it Done*

**How to Apply**

Interested and qualified applicants should send their Curriculum Vitae **by 10<sup>th</sup> February 2020**  
to:

Email: [MTNGhanaRecruitment@mtn.com](mailto:MTNGhanaRecruitment@mtn.com)

Kindly indicate the Position in the email subject and note that only shortlisted applicants will be contacted. **'No late submissions will be considered'**