

SENIOR MANAGER: CUSTOMER SERVICES

EPTC invites applications from experienced telecommunications professionals for the position of Senior Manager: Customer Services. Reporting to the Chief Technology & Information Officer, the key responsibilities will include, inter alia:

Key Responsibilities

- Lead Customer Service operations across the regions, ensuring quality installations, commissioning and service delivery to EPTC standards.
- Direct preventative and corrective maintenance of the network, access, switching, transmission and exchange-line infrastructure.
- Manage regional assets, sites and base stations, ensuring safety, security and effective resource control.
- Prepare and control the OPEX/CAPEX budget, monitoring performance and addressing variances.
- Drive customer satisfaction, resolving escalated complaints and strengthening regional relationships.
- Lead manpower planning, performance management and staff development, and maintain a sound industrial-relations climate.

The ideal candidate must have:

- A BSc Degree majoring in Telecommunications, with Post Graduate Diplomas in Project Management and Business Management.
- At least ten (10) years' managerial experience in the telecommunications environment.
- Extensive experience in telecommunications systems, with emphasis on installations and maintenance.
- Applied knowledge of Human Resources Management.

The key competencies required include:

- Advanced project management and telecommunications network/systems planning.
- Knowledge of quality standards for telecommunications products and services.
- Strong leadership, planning and business and financial acumen.
- A customer-focused approach with excellent communication and interpersonal skills.
- Analytical, problem-solving ability supported by emotional intelligence.

Written applications accompanied by a detailed CV and certified academic certificates should be submitted to the HR Administration Manager at recruitment@sptc.co.sz with the subject Vacancy – Senior Manager Customer Services. Closing date of receipt of applications will be ----July 2026 and no applications whatsoever will be accepted after this date.