



Creating a brighter  
future in Communication

## **VACANCY ADVERT – MANAGER, CONTACT CENTER**

**Position:** Manager, Contact Center

**Department:** Customer Service

**Report to:** Senior Manager, Customer Service

Applications are invited from suitable qualified Gambians to fill the vacant position of Manager, Contact Center

### **Key duties and responsibilities**

- The post holder works and supervises the daily operations of the Contact Center
- Handle customers whose complains cannot be handle by Officers
- Review the performance of the Contact Center staff and assist them to improve
- Manage and supervisor the duty roster and make sure at all given times, there are enough staffs during a particular shift.
- Do in-house training on new products/services and systems
- Prepare the annual budget for the contact center
- Prepare periodic contact center report
- Work with key stakeholders like DOSP, DMS, Gamcel, etc. for quick solution to customer issues
- Ability to manage angry and dissatisfied customers/complainants in a professional and a convincing manner
- Any other duties assign by the Director Customer Services

### **Qualification and experience**

Applicants must possess a recognized CIM Level 6 (Intermediate) Diploma in Professional Marketing, Bachelor's Degree in Marketing/Business Management or equivalent in a related field, with 3 years' post-qualification experience

### **Skills and Core Competences**

- Applicants must be computer literate
- Be innovative and assertive
- Ability to work under pressure and in teams

- Ability to meet critical deadlines
- Must be below 50 years of age
- Ability to work outside of the normal working ours

**Salary:** the salary attached to the position is category II Grade D Base of the Company's Pay Scale.

**Closing date**

Interesting applicants should submit a cover letter, curriculum vitae with two referees and photocopies of relevant certificates no later than Friday, 15<sup>th</sup> July, 2022.

Director Human Resources  
Gambia Telecommunication Company Limited  
GAMTEL House  
P.O. Box 387  
Banjul

Only short-listed candidates will be contacted for interview.