



CALL FOR APPLICATION N° 06 /DG/DRH/DRHD/DRHF

Title:	After-Sales Service Advisor		
Version:	March 12 th , 2025	Deadline:	March 28 th , 2025
Status:	Fixed term– Full Time	Approved on:	March 12 th , 2025
Coordination:	Human Resources Director		

1. JOB OBJECTIVES

Join the team of the leader of the Telecommunications industry in Cameroon and give new impetus to your career!

You are organized, meticulous, and able to work in an autonomous way to achieve your goals, then this position is made for you!

We are looking for After-Sales Service Advisors to work in a stimulating environment.

As an After-Sales Service Advisor, you will be responsible for managing and coordinating all after-sales activities related to our products and services. You will be responsible for resolving customer issues related to After-Sales Service.

2. PRIMARY FUNCTIONS

- Implement corrective actions to address risks and opportunities related to your department's activities within a timely manner;
- Conduct customer feedback to ensure their satisfaction, determine whether they have met with their managers within the month, record their complaints, and then produce a report;
- Report all outages reported by customers within a timely manner to the relevant Technical Services;
- Regularly call back all customers experiencing outages to receive an update on the resolution of their problem until their tickets are finally closed by the relevant technical services;
- Call back new customers to ensure their satisfaction;
- Ensure strict compliance with quality indicators;
- Process incoming requests within a timely manner;
- Sell the company's products;
- Other related tasks as required.

3. ACADEMIC TRAINING

- Minimum Bac+2 diploma in the fields of telecommunications, IT, electronics, management, sales, management or any other related field.

4. EXPERIENCE, COMPETENCIES AND APTITUDES

- 2 to 5 years of experience in a similar position and/or in the telecommunications sector is considered an asset;
- Proficiency in English and French is considered an asset;
- Strong customer service skills and excellent listening skills;
- Excellent communication and negotiation skills;
- Ability to quickly resolve customer issues while maintaining quality relationships;
- Good stress and priority management skills;
- Proficiency with office software (Excel, Word, PowerPoint).

5. ACCOUNTABILITY

The employee will be responsible for:

- Performing tasks in a professional manner at all times;
- Providing updates to his immediate superior on a regular basis regarding the activities under his responsibility;
- Submit activity reports on time;
- Notifying the immediate superior of any problem that may affect the profitability and finances of the company.

6. WHAT WE OFFER

- Paid training for hired staff;
- Health insurance coverage included after permanent recruitment;
- Career development plan;
- Training and certification opportunities continue;
- Inclusive and accessible workplace;
- Collective benefits.

7. HOW TO APPLY?

- Deadline for submission of application files: March 28th, 2025 at 3:30 PM.
- Composition of the file:
 - A stamped job application;
 - A cover letter;
 - A curriculum Vitae;
 - A copy of relevant diplomas;
 - A copy of the relevant certificates and certifications;
 - Photo ID.
- Application files can be received at CLUB CAMTEL in Yaoundé and must contain in the subject line the details of the Title of the position concerned.



12 MARS 2025

Judith Yah