



camtel®

CALL FOR APPLICATION N° 05 /DG/D&H/DRHD/DRHF

Title:	Senior Account Manager		
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 Senior Account Managers to work in a stimulating environment.

As a Senior Account Manager, you will play a key role in managing and developing relationships with company's strategic and sensitive clients.

2. PRIMARY FUNCTIONS

- Implement corrective actions to address risks and opportunities related to timely management of your customer portfolio;
- Distribute all invoices within the established deadlines;
- Ensure that all customers receive an invoice discharge email and a payment deadline reminder within the established deadlines;
- Ensure the reliability of at least 5 customer accounts in the physical file and electronic platforms each month;
- Invoice all services provided to customers and distribute all invoices issued;
- Systematically and error-free prepare customer collection statements after receiving proof of timely payment of an invoice;
- Ensure strict compliance with quality indicators;
- Apply all appropriate measures to significantly limit the churn rate of active subscribers;
- Conduct customer visits;
- Process requests received within the established timeframe;
- Enroll new customers in your portfolio;
- Carry out appropriate prospecting activities for the sale of the company's products;
- Carry out collections from clients in your portfolio;
- Other related tasks as required.

3. ACADEMIC TRAINING

- Minimum Bac+2 level diploma in the fields of commerce, sales, marketing, 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;
- Proficiency in negotiation and customer relationship management techniques;
- Knowledge of telecom solutions and their strategic challenges;
- Strong customer service skills, ability to anticipate and respond to customer needs;
- Autonomy, proactivity, rigor, and excellent organizational skills;
- Excellent communication skills and teamwork;
- Proficiency in 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

Handwritten signature in blue ink, possibly reading 'Adith Hab'.