



camtel

CALL FOR APPLICATION N° 08 /DG/DRH/DRHD/DRHF

Title:	Customer 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 Customer Service Advisors to work in a stimulating environment.

As a Customer Service Advisor, you will play a key role in supporting customers, providing them with a high-quality service experience and responding to their needs with responsiveness and professionalism.

2. PRIMARY FUNCTIONS

- Systematically maintain the reliability of customer accounts on the electronic platform by strictly adhering to identification guidelines;
- Bill 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;
- Implement all appropriate measures to significantly reduce the churn rate of the active subscriber base;
- Monitor, control, analyze, and process uncollected production from the Consumer Customer Service Department;
- Process requests received on time;
- Implement corrective actions to address risks and opportunities related to the activities of your position within a timely manner;
- Carry out appropriate prospecting activities for the sale of the company's products;
- 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

- 1 to 2 years of experience in a similar position and/or in the telecommunications sector is considered an asset;
- Bilingualism (English, French) is considered an asset;
- Excellent listening and communication skills, with a customer service focus;
- Ability to quickly resolve problems and find appropriate solutions;
- Organizational skills and thoroughness in handling requests;
- Teamwork and the ability to work collaboratively with other departments;
- 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.

