



# VACANCY

NAMPORT is a leading strategic and dynamic institution facilitating trade for national development. We are unique in our trade and operate in a highly competitive global sphere. Opportunities are available for creative and high potential individuals who have the zeal to learn, grow, and contribute in a high-performing environment. As a reputable Employer of choice, we offer competitive rewards and prospects in return.

Our vision is *to be the best performing seaports in Africa*. If you resonate with our vision and have the right attitude; we encourage you to apply for the following supervisory position:

<b>POSITION:</b>	<b>CUSTOMER RELATIONSHIP OFFICER</b>
<b>JOB GRADE:</b>	<b>09</b>
<b>DEPARTMENT:</b>	<b>COMMERCIAL</b>
<b>LOCATION:</b>	<b>PORT OF WALVIS BAY</b>

## PURPOSE OF THE JOB:

To account for the customer experience, by planning, coordinating, implementing, and monitoring the Namport customer experience strategy and interventions in order to strengthen customer satisfaction levels for the overall strategic objectives of Namport. The position reports directly to the Manager: Business Development.

## KEY PERFORMANCE AREAS:

- Conduct market research from various internal and external sources to inform strategy development and strategic options and improve the strategic planning and implementation processes.
- Monitor and interpret trends that occur within the Namport ecosystem, on customer needs, and competitors.
- Build meaningful relationships with customers through professional networking.
- Provide input to and implement an appropriate customer experience strategy to strengthen customer care and enhance customer experience.
- Investigate, propose and implement customer service strategies and attraction initiatives.
- Coordinate and implement the customer education strategy and plan.
- Determine the customer service requirements by maintaining contact with customers visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices; analyzing information and applications.
- Improve customer service quality results by studying, evaluating, and re-designing processes; establishing and communicating service metrics; monitoring and analyzing results; implementing changes.
- Design, coordinate, implement and maintain a positive customer care culture within Namport.
- Maximize customer operational performance by providing help desk resources and technical advice; resolving problems; disseminating advisories, warnings, and new techniques; detecting and diagnosing network problems.
- Analyse, resolve and answer complex or difficult customer service problems, questions or complaints.
- Supervise the process of collecting information that provides user information to all Namport divisions enabling early service problem detection.
- Coordinate and analyse Customer Satisfaction Survey procedures and information.

## QUALIFICATIONS, EXPERIENCE AND SKILLS:

- A Bachelor Degree [NQF Level 7] in Marketing, Sales, Commerce, Business Administration, or equivalent.
- **Advantage:** An Honors Degree [NQF Level 8] in Marketing, Sales, Commerce, Business Administration, or equivalent.
- Minimum of five (5) years relevant advanced/ hands-on technical experience in Marketing, Sales, Key Account Management, Customer Care/ Service.
- Self-motivation to meet and exceed goals and the ability to work in a fast-paced environment.
- Problem solving skills/ sound judgement skills/ decision-making skills.
- Analytical ability/ business analysis/ cognitive capacity.
- Ability to establish/ sustain effective relationships.
- Good negotiation skills and presentation skills.
- Must be a strategic partner.
- Emotional intelligence skills.
- Inter-cultural intelligence.
- Code BE Driver's License

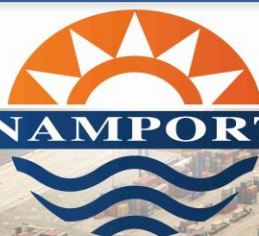
**Women and persons with disabilities are highly encouraged to apply and will be given preference.**

To apply, and for more information on these opportunities, please visit our website at [www.namport.com/careers/](http://www.namport.com/careers/)

**Certified copies of foreign qualifications should be accompanied by proof of evaluation by the Namibia Qualifications Authority.**

**WINDOW OF OPPORTUNITY: 31 MAY 2024**

No hand delivered, emailed, or faxed applications will be considered. Only shortlisted candidates will be contacted.  
Enquiries and applications should be addressed to: **Human Capital Business Partner** | Namibian Ports Authority | P O Box 361 | Walvis Bay.  
Tel: 064: 208 2307 | 2316 | 2255 | 2506



"The Ultimate Port Experience"

[www.namport.com](http://www.namport.com)

