

Telesales Administrator: X1 Windhoek

Type of Notification: Vacant Position
Employee Type: Full Time
Employee Status: Permanent

Closing Date: 16 October 2026

PURPOSE OF THE POSITION

The Telesales is responsible for reaching out to potential or existing customers and ensuring that order capture objectives is in line with agreed telesales standards and service levels. An effective telesales administrator must be an excellent communicator and have superior people skills. They must be comfortable presenting products or services over the phone as well as dealing with complaints and doubts.

RESPONSIBILITIES

- Execute sales objectives against agreed standards
- Accurate and timorous sales order capture and administration
- EDI orders to be checked, processed and verified
- Verification of Pricing, Deals and Blocking of Orders
- Answer questions about products or the company
- Direct prospects to the field sales team when needed
- Confirm and rectify any discrepancies on pickings
- Answer questions about products
- Go the "extra mile" to meet sales quota
- Verification of Orders processed
- Handle grievances to preserve the company's reputation

QUALIFICATIONS AND EXPERIENCE

- A minimum of 2 years' relevant experience in Office Administration or Telesales environment.
- Sales exposure specific to the FMCG environment will be a distinct advantage.
- Excellent communication and interpersonal skills
- Cool-tempered and able to handle rejection
- Outstanding negotiation skills with the ability to resolve issues and address complaints

Wutow offers market related remuneration packages aligned with experience and qualifications. Applicants from previously disadvantaged groups and those living with disabilities are encouraged to apply. Interested applicant should apply using this link <https://www.wutow.com.na/vacancies/>. Please ensure to include three traceable reference contact. Only short listed will be contacted.