



16th January, 2024.

Digitel (a truly Junubia telecom company) invite **External / Internal** applications for the position of Eastern Equatoria's Coordinator as detailed below.

Job Context

- Job Title:** State Coordinator
- Department:** Administration
- Unit:** Administration
- Section:** State Office
- Reports to:** Administrative Manager
- Job Location:** Torit (1), Eastern Equatoria

Purpose/Responsibility

Plan, direct, or coordinate the distribution of products and service to the Digitel Customers, clients, and subscribers in the state - oversee Digitel's business operations.

The State Coordinator also manage Digitel office, staff & customers service Centre as well as to oversee dealers/retailers/freelancers in the state - counties, Payam's and bomas.

Furthermore, the Coordinator supervise the administrative tasks such as checking on generators function; fuel delivery and monitoring and commercial tasks including determining sales potential and inventory requirements and monitor the preferences of Digitel customers.

Digitel State Coordinator (DSC)

Main activities

- Ensure and maintain excellent relationships with stakeholders (state government local authorities, NGOs, business communities etc.) in the state.
- Responsible for coordinating, consolidating, and ensuring smooth implementation of Digitel sites rollout in the state

DA
Page 1 of 3



- Provide leadership and strategic direction to the team to ensure the Digitel goals and targets (revenue and performance) are achieved.
- Lead the team in setting a clear work activity plan close monitoring preparation and submitting monthly reporters to the HQ
- Manage the maintaining of sites, fleet vehicles, generators, and any Digitel's assets in the state
- Available and respond to all on-call task
- Perform necessary administrative work for all department and Update databases and documentation.
- Provide high-level customer service to all staff and departments that you liaise with.
- Coordinate and facilitate internal technical training in certain departments.
- Develop project schedules, plans, and processes, and ensure they live up to company standards.
- Ensure company standards and procedures are followed
- Deal with escalated customer issues, incident reports, and legal actions.
- Any other work which may be assigned to

Reporting

1. Plan daily (daily/weekly/monthly/annual) and share with Administrative Manager.
2. Compile and consolidate daily Dealers Order report and share with sales department.
3. Maintain and update list of retailers/client
Report competitor's activities and provide feedback from Digitel and non-Digitel users.

Minimum Requirements

1. Educational Background & Work Experience:

2. Minimum of a University Degree in Business Administration
3. 4-8 years' experience in related field.
4. Work experience in telecommunication is desirable

5. Literacy Skills and Other Competencies:

6. Good computer knowledge- MS Office
7. Fluent in English and Arabic. Local spoken language is advantage.



8. Good leadership skills, positive attitude, and analytical thinking.
9. Be able to perform efficiently in a high-pressure environment and demonstrate excellent problem-solving and decision-making skills.

Application Process

Applications along with resume/CV should be submitted online to

recruitment@digitelss.com by **5th February 2024**.

NB Female candidates are strongly encouraged to apply

