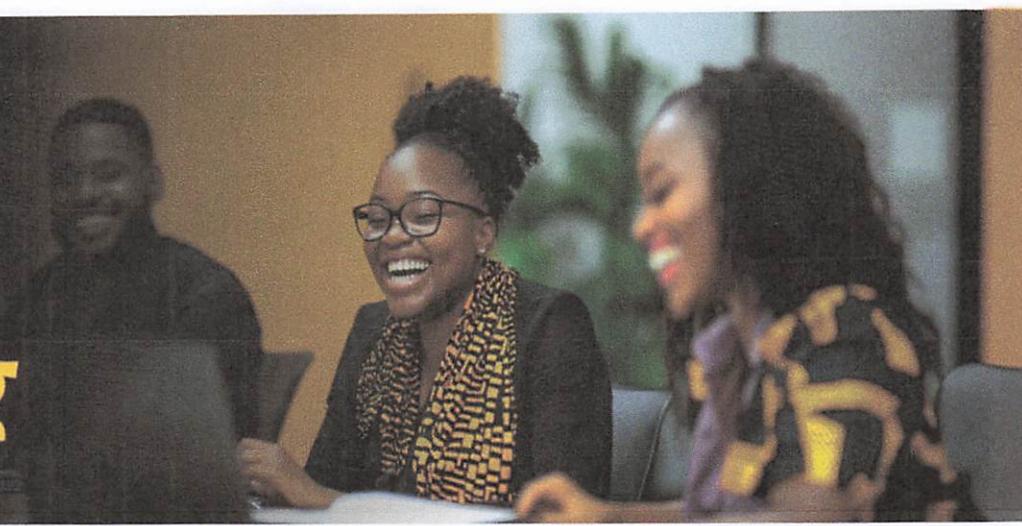




# We are hiring



### EXTERNAL ADVERTISEMENT

Please note to email applications directly to [Recruitment.SS@mtn.com](mailto:Recruitment.SS@mtn.com)

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MOL  
APPROVED

*[Signature]*  
18/03/2026



Applications are invited for the Positions of Manager Call Centre

Posting Date	18 <sup>th</sup> /March/2026
Department	Customer Experience
MTN Job level	3
No. of vacancies	1
Location	Juba, South Sudan
Contract Duration	Permanent
Closing Date	13 <sup>th</sup> /April/2026

### COMPANY OVERVIEW

We at MTN are a purpose and value-led organization. At MTN, we believe that understanding our people's needs and aspirations is key in creating experiences that delight you as you work every day. We are committed to fostering an environment where every member of our Y'ello Family is heard, understood, and empowered to live an inspired life.

Our values keep us grounded and moving in the right direction. Most importantly, they keep us honest. It is not something we claim to be. It is in our DNA. As an organization, we consider it our mission to create an exciting and rewarding place to work, where our people can be themselves, thrive in positivity and ignite their potential.

A workplace that boosts creativity and innovation, improves productivity, and ultimately drives meaningful results. A workplace that is built on relationships and achieving a purpose that is bigger than us. This is what we want you to experience with us.



## MISSION/CORE PURPOSE OF THE JOB

The Incumbent is responsible for leading and managing the Call Centre operations to achieve customer service excellence, maintain service levels, optimize workforce efficiency, and ensure high-quality customer interactions across all touchpoints. Ensure alignment with MTN Customer Experience strategy and support regulatory compliance (Quality, SLA, complaint handling).

## CONTEXT

- MTN operates in a fast-paced telecom environment requiring efficient, customer-centric contact centre operations.
- Telecom industry demands high service quality, rapid issue resolution, and adherence to regulatory standards for customer engagement.
- The role supports MTN's mission of delivering superior customer experience by ensuring seamless, efficient, and high-quality interactions.

## RESPONSIBILITIES (Not limited to:)

- Supervise and manage Call Centre Team Leaders and Agents.
- Manage daily call centre operations including workforce planning, call routing, scheduling, and escalation handling.
- Monitor KPIs such as Service Levels, AHT, NPS, CSAT, and Quality scores.
- Ensure compliance with policies, procedures, scripts, and customer experience standards.
- Review call centre performance dashboards and initiate continuous improvement initiatives.
- Lead customer complaint management and ensure closed-loop feedback handling.
- Provide coaching, training recommendations, and support staff development.
- Drive digital adoption and self-service enhancement.
- Coordinate with network, sales, IT, and support units to resolve customer issues.
- Ensure a safe, collaborative, and high-performance work environment.

## Supervisory / Leadership / Managerial Complexity

- Provides leadership to Team Leaders and Agents.
- Motivates teams, drives performance targets, and ensures service consistency.
- Acts as a mentor and coach, influencing staff productivity and customer handling skills.



### Information Technology Security Responsibilities/ Tasks:

- Comply with all Information Security Policies and related documents.
- Report security weakness/incidents to either the respective head of department or the Enterprise Information Security Manager
- Must not exploit known security weaknesses.
- Participate in all forms of Information Security Awareness

### Creativities (improvement/innovation inherent)

- Propose improvements to call handling processes and customer engagement.
- Identify opportunities to increase efficiency and reduce customer pain points.
- Drive digital customer experience initiatives including self-service and automation.
- Collaborate cross-functionally to enhance process redesign and customer satisfaction.

### QUALIFICATION

- Bachelor's Degree in Business Administration, Communications, IT, or related field.

### EXPERIENCE

- Minimum 3–5 years of customer service background.
- At least 2 years leadership experience in a call centre or service environment.

### COMPETENCIES

#### Training:

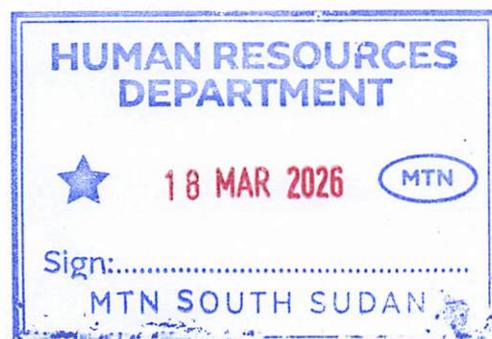
- Customer Experience
- Call Centre Systems (ACD, IVR, CRM)
- Time Management
- People Management
- Quality Monitoring & Coaching

#### Knowledge:

- Telecom Call Centre operations
- CRM, ACD, IVR systems
- Performance analytics
- Customer experience frameworks
- Fluency in English (Arabic is an added advantage)

#### Behavioural

- Cando with integrity
- Collaborate with agility.
- Lead with Care



- Act with inclusion.
- Serve with respect.

Should you wish to apply, please submit your Application (Cover letter & CV) including a copy of your National ID to MTN South Sudan Head Office Opposite Juba National Stadium or email [Recruitment.SS@mtn.com](mailto:Recruitment.SS@mtn.com): on or before closing date 13th / April /2026 @ 5:00 PM

Please note:

- This position is open exclusively to South Sudanese nationals.
- We strongly encourage qualified ladies to apply.
- Only shortlisted candidates will be contacted. If you do not hear from us within 14 days after the closing date, please consider your application unsuccessful
- By applying for this vacancy, you are consenting for MTN South Sudan to process your personal data for purposes of this application and further undertake verification of your personal credentials and related information including, but not limited to, qualifications, criminal record, credit record, current and historic disciplinary proceedings, as part of the selection process.
- MTN South Sudan reserves the right to not fill the advertised position.

*Let's stay in touch*

