



Erongo Regional Electricity Distributor (PTY) Ltd, commonly known as Erongo RED is mandated to distribute and supply electricity in Erongo region. We are proud to announce that Erongo RED is an equal opportunity employer. Qualified applicants from designated groups as defined in the Affirmative Action (Employment) Act, 1998 (Act 29 of 1998) are encouraged to apply. Preference will be given to women and persons with disability.

## VACANCY

<b>Position:</b>	<b>Revenue Control Officer</b>
<b>Business Unit:</b>	Supply Business
<b>Paterson Grade:</b>	C3
<b>Duty Station:</b>	Omaruru

### Purpose of the job:

- To supervise and coordinate the activities of Cashiers and Assistant Customer Care staffs in Area 3 to:
  - Interact with customers to provide and process information in response to inquiries, concerns and requests about products and services.
  - Ensure accurate reconciliations and timeous processing of service applications as per the regulator set standards.

### Qualifications Required:

- Diploma in Finance or Accounting or related field. Qualifications rated at NQA Level 6

### Preference Qualification:

- An NQA recognized Diploma in Accounting/Commerce or Finance. Qualification rated at NQA Level 7

### Key Performance Areas:

- Budget & Cost Control
- Customer Satisfaction
- Day-to-Day Customer Care Coordination
- Control Daily Cashier Processing & Procedures
- Compliance & Interpretation: Policies and Procedures
- General Administration & Reporting
- Professional Development & Growth
- People and Performance Management

### Experience:

- Debtors bookkeeping: 1-2 years
- Call Centre / Customer Care & Relations: 2-5 years

### License Required:

- Code BE Drivers Licence

Applicants who comply with the above-mentioned requirements may submit their CV's plus certified copies of educational qualifications and testimonials to: **Ms Regina Shiimi, Human Capital Division, P.O. Box 2925, Walvis Bay, Contact Details: 064-201 9000 or hand deliver at Erongo RED Head Office, 1st Floor, 91 Hage Geingob Street, Walvis Bay.** Please note that no documents will be returned and no faxed or e-mailed applications will be accepted. Only shortlisted candidates will be contacted for interviews and subjected to Polygraph test.

**CLOSING DATE: THURSDAY, 22 OCTOBER 2020**