



## **INTERNAL VACANCY**

### **Helpdesk Coordinator x1- Secondment**

**Company: OmniContact BPO Services**

**Job Type: Developmental**

#### **Job Purpose**

- The incumbent is responsible for second level customer support for the Contact Centre thereby facilitating for a seamless end to end customer experience.

#### **Key Responsibilities**

- Responding to and investigating customer/ end user inquiries and issues via logged phone calls and email in a timely and courteous manner.
- Processing airtime adjustments (MTRs) for corporate customers and staff.
- Identifying problem areas, devise and deliver solutions to enhance quality of service and to prevent future problems.
- Performing changes/modifications, on subscriber profiles as per customer requests and in line with prescribed business policies and procedures.
- Activating Value-added services/supplementary services (Roaming, GPRS).
- Escalating and follows up on unresolved queries with 2nd level support (NoC, EcoCash, Billing etc.)- to ensure full resolution of customer queries.
- Providing Billing related queries support within agreed turnaround times.
- Participating in UATs for selected products & services before official launch to customers and raise key issues from a customer perspective and report these obstacles to Team Leader.
- Maintaining strict confidentiality of information that may be disclosed when working on users systems.
- Identifying and escalates appropriate training for CSRs for an effective first contact resolution to improve customer experience.
- Organizing and maintains proper documentation to ensure easy retrieval upon request.

#### **Requirements**

- 6 O levels, 2 A levels. (English and Mathematics).
- Diploma in Computer Science, Information Technology or any related field.
- A minimum of 2 years' experience in a similar or related environment.
- Ability to work with minimum supervision.
- Excellent systems navigation and computer handling skills.
- Ability to analyse helpdesk metrics and identify areas for improvement.
- CICM is an added advantage

***How to apply:*** Follow the Omnicontact recruitments email and Portal: [Recruitments@omnicontact.biz](mailto:Recruitments@omnicontact.biz)/<https://smarthr.omnicontact.biz/signin> respectively.

**Closing date for all applications is 8 June 2026, 17:00hrs**

**Please note only short-listed candidates will be contacted**