

EXTERNAL VACANCIES

TEAM LEADER: CALL CENTRE

Business Unit: Supply Business
Paterson Grade: C3
Duty Station: Walvis Bay

ELECTRICIAN ASSISTANT: HIGH MAST LIGHTS

Business Unit: Network Operations & Maintenance
Paterson Grade: B4
Duty Station: Walvis Bay

Erongo Regional Electricity Distributor Company (Pty) Ltd, commonly known as Erongo RED is mandated to distribute and supply electricity in the Erongo Region. We are proud to announce that Erongo RED is an equal opportunity employer. Qualified applicants from the designated groups defined in the Affirmative Action (Employment) Act, Act No. 29 of 1998 are encouraged to apply. Preference will be given to women and persons with disability.

PURPOSE OF THE JOB:

The **Call Centre Team Leader** is responsible for leading, motivating and developing the Call Centre Agents to ensure the effective and efficient workflow of the Call Centre and a quality service experience.

QUALIFICATIONS REQUIRED:

- Diploma in Call Centre Management/ Communications / Marketing / Public Relations or discipline specific qualification (NQA level 6).

ADVANTAGEOUS QUALIFICATIONS:

- Degree in Call Centre Management/ Communications or Marketing / Public Relations or discipline specific qualification (NQA level 7).

KEY PERFORMANCE AREAS:

- Internal & External Customer Liaison Effectiveness
- Customer Communication & Feedback
- Administrative Duties
- Internal & Financial Services
- Compliance to Policies and Procedures & Ad Hoc duties
- Monthly reporting
- Self-Development and Growth
- People and Performance Management

EXPERIENCE:

- Two (2) Years' experience in call centre, customer care, communications and/or public relations environment.

LICENSE REQUIRED:

- Code B Driver's License

SPECIAL WORKING CONDITIONS:

- Standby duty after hours and weekends

CLOSING DATE: THURSDAY, 02 JULY 2026

PURPOSE OF THE JOB:

The role of the **Electrician Assistant: High Mast Lights** is to perform high quality and cost effective planned and unplanned maintenance and repairs to infrastructure. Maintain and repair high mast lights, Overhead Lines, Higher Mast, equipment, tools and additional duties as required.

QUALIFICATIONS REQUIRED:

- Grade 12 with 20 points over five (5) subjects including at least an E-symbol in English

ADVANTAGEOUS QUALIFICATIONS:

- Level 3 or N2 (Electricity)
- NESC Access or Level 1 Entry
- Electrical background on streetlights will be advantageous
- Rigger certification

KEY PERFORMANCE AREAS:

- Engage with and ensure satisfaction internal & external stakeholder
- Carry out planned & unplanned maintenance of streetlights and high mast lights
- Comply with and implement the SHE policies and procedures
- Carry out general administration duties
- Carry out ad-hoc duties & adhere to the Erongo RED policies and procedures
- Professional development and growth
- People and performance management

EXPERIENCE:

- Three (3) years' experience in a High Mast / Scissor Mast lighting electrical environment

LICENSE REQUIRED:

- C1E Driver's License

CLOSING DATE : THURSDAY, 02 JULY 2026

Applicants who comply with the above-mentioned requirements may submit their CV's plus certified copies of educational qualifications to: **Mr Daniel Kuzatjike and Ms Regina Shiimi : Human Capital and Corporate Services Division, P.O. Box 2925, Walvis Bay, Contact Details: 064-2019050 or hand deliver at Erongo RED Head Office, 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 short listed candidates will be contacted for interviews.