



JOB ADVERTISEMENT

Live connected.

Transformation! Change! Technology!

We are looking to recruit talented, innovative, dynamic and highly motivated individuals to fill in the following vacancies.

1. Sales & Distribution Agent

REPORTS TO: Regional Head of Sales

ROLE PURPOSE

We are looking for a commercially driven and results-oriented Sales & Distribution Agents to lead and optimise BTC's direct and indirect sales channels. The role is central to driving regional revenue growth, strengthening dealer partnerships, and enhancing customer experience across all points of sale.

KEY RESPONSIBILITIES

- Manage and grow a portfolio of dealers, sub-dealers, POS, service points, and BTC shops.
- Conduct regular field visits to improve product visibility, availability, and sales performance.
- Drive sales growth through proactive partner engagement and order generation.
- Deliver training and coaching to partners and sales teams.
- Monitor stock levels, merchandising, and branding compliance.
- Analyse market intelligence and recommend targeted commercial initiatives.
- Ensure partner compliance with contractual obligations.
- Prepare weekly performance reports with actionable insights.

MINIMUM QUALIFICATIONS

- Degree/Diploma in Business, Marketing, Sales, or related field.

EXPERIENCE

- Minimum 5 years' experience in sales or commercial operations.
- Proven experience managing dealer networks and retail channels.
- Strong knowledge of trade marketing and route-to-market strategies.
- Excellent negotiation, communication, and stakeholder management skills
- Valid driver's licence.

LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP

- Membership of a recognised professional association will be an added advantage.

2. Sales Advisor (1 year fixed term)

REPORTS TO: Store Supervisor

ROLE PURPOSE

The Sales Advisor is responsible for driving revenue through customer acquisition, upselling, and service excellence, while ensuring efficient processing of customer requests and delivering exceptional in-store experience.

KEY RESPONSIBILITIES

- Sell and process BTC products and services across all channels.
- Provide first-line customer support and technical assistance.
- Handle customer queries, complaints, and service requests.
- Process orders, billing, and system updates accurately.
- Ensure KYC compliance and proper customer data management.
- Manage cash handling, reconciliations, and daily reporting.
- Maintain high levels of customer satisfaction and service delivery.

MINIMUM QUALIFICATIONS

- Degree/Diploma in Business Administration or related field, A relevant postgraduate qualification will be an added advantage.

EXPERIENCE

- Minimum 2 years' sales experience, preferably in telecommunications.
- Strong customer service and communication skills.
- Basic technical understanding of telecom products.
- Ability to work in a fast-paced retail environment.

LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP

- Membership of a recognised professional association will be an added advantage.

APPLICATION INSTRUCTIONS

Applicants are requested to clearly state the position applied for in the email subject line. Suitably qualified candidates who meet the requirements are invited to submit the following:

- Application letter
- Latest detailed Curriculum Vitae
- Certified copies of academic and professional certificates
- Certified copy of Identity Document (Omang)

Emailed to: recruitment@btc.bw

CLOSING DATE: 22nd May 2026

3. Quality Assurance Officer

REPORTS TO: Head of Business Support

ROLE PURPOSE

The role is responsible for ensuring that Enterprise customer services including Fixed, Mobile, Data, Cloud/Data Centre and related offerings are provisioned in line with approved standards, SLAs, regulatory requirements and internal processes. The incumbent will drive first-time-right delivery, quality assurance, compliance monitoring, root cause analysis and continuous improvement initiatives to enhance customer experience and operational efficiency.

KEY RESPONSIBILITIES

- Conduct pre- and post-provisioning quality checks on Enterprise service orders.
- Ensure compliance with BTC policies, SOPs, SLAs and regulatory requirements.
- Monitor provisioning lead times, OLA compliance, fallout rates and rework trends.
- Validate billing readiness, activation requirements and service record accuracy.
- Support complaint resolution and customer experience improvement initiatives.
- Perform root cause analysis and recommend corrective and preventive actions.
- Prepare quality assurance reports, dashboards and audit documentation.
- Coordinate with Technology, Billing, Relationship Management and other stakeholders to ensure seamless service delivery.

MINIMUM QUALIFICATIONS

- Bachelor's Degree in Telecommunications, Engineering, Business Administration, Data Analytics, Finance or a related field.

EXPERIENCE

- Minimum of 3–5 years' experience in telecommunications service provisioning, delivery, quality assurance or audit.
- Experience working with Enterprise telecom services and OSS/BSS systems.
- Knowledge of SLA/OLA management, quality governance frameworks and telecom provisioning processes.
- Proficiency in root cause analysis, reporting, stakeholder engagement and data analytics tools such as Power BI and SQL.

LEGAL CERTIFICATION / PROFESSIONAL MEMBERSHIP

- Membership of a recognised professional association will be an added advantage.
- ISO Quality System Management Certification will be an added advantage.

Applications should be addressed to:
Chief Human Capital Officer
Botswana Telecommunications Corporation
P.O Box 700 Gaborone, Botswana
[Website: www.btc.bw](http://www.btc.bw)

N.B: Kindly note that BTC will not receive hand-delivered applications
Only candidates who meet the requirements and are shortlisted will be contacted.

DATA PRIVACY NOTICE

By submitting your application, you consent to the collection and processing of your personal data by BTC for the sole purpose of assessing your suitability for current or future employment opportunities. Your information will be processed lawfully, fairly, and securely. It will be accessed only by authorized personnel involved in the recruitment process and, where necessary, by approved third parties, engaged by the Company in compliance with applicable privacy and data protection laws.

CONTACT INFORMATION

If you have any questions or concerns regarding this Privacy Notice, how your personal data is handled or wish to exercise your rights, please contact the Data Protection Officer at:

Data Controller: Botswana Telecommunications Corporation
Physical Address: Khama Crescent, Plot 50350, Megaleng
Telephone Number: (+267) 395 8000 | Email Address: DPO@btc.bw