



Viettel Tanzania PLC

10th Floor, Tanzanite Park

New Bagamoyo Road

Dar Es Salaam

JOB OPPORTUNITY: VAS (VALUE ADDED SERVICE) DEPARTMENT

Rewarded in 2017 by the Stevie International Awards as the "Fastest Growing Enterprise in the Middle East and Africa", **Halotel** have proven its ambition to become the leader in the telecommunication market in Africa.

As part of the international Vietnamese telecommunication group "Viettel Group", Halotel strive to provide the best service with high technology and reasonable price in Africa. Halotel's network is the most reliable connection at high-speed covering up to 95% of the Population in Tanzania.

Halotel is always looking for individual who are Professionals, Talented and Passionate about telecommunication as we are, to join our Family in building the Fastest Growing Telecom in Tanzania.

Viettel Tanzania PLC is currently seeking to employ **HEAD OF DEPARTMENT IN VAS (VALUE ADDED SERVICE) DEPARTMENT** who will be ready to work with halotel with the following requirement;

A. Responsibilities include:

1. Develop new products / services

- Orientation of new products / services.
- Evaluate the effectiveness of new products / services.
- Approving plans, scenarios and technical models for the deployment of new services.
- Select partners to deploy new products / services and unify the model of cooperation.
- Organize working teams of two parties to agree on plans and plans for deployment of new products / services.

2. Formulation of business service policies

- Approve product / service business policies.

3. Communication of products / services VAS

- Periodic communication of products / services.
- Approval of communication options.

4. Control and payment

- Appraisal and approval of checks and payments.
- Settlement of disputes related to the control and payment process.



5. Business plan

- Orientation of business plans, quarterly.
- Make annual business plan.
- To review and evaluate the results of weekly and monthly service business.

6. Establish related processes

- Orientation to build processes according to business needs.
- Approval of processes

7. Customer care support

- General monitoring of complaints handling related to products / services VAS.

8. Cost management

- Reviewing and controlling expenses related to VAS service business.
- Develop cost optimization options.

9. Quality Management Services

- General monitoring of service quality management.

10. Report

- Service oriented business reports.
- Prepare reports as required.

11. Other management tasks

- Number planning and allocation of inventory resources.
- Work with regulators on regulations related to VAS products / services.

Requirements and Qualifications:

- Working experience of more than 3 years
- Working experience in telecommunication, VAS sector will have more advantage
- Able to work under high pressure.
- University degree in Business Administration, IT, Project Management or related subjects.
- Fluent in English (written/spoken);
- Self-starting individual with the ability to work independently on issues with minimal supervision;
- Proficient in Microsoft Office (Word, Excel, Outlook, and PowerPoint) and database management.

Workplace:

- The normal work place shall be Headquarter - Dar Es Salaam

**Employment benefits:**

- Attractive remuneration based on experience and business result outcome.
- Company Health Insurance plan
- Employee allowances.

Application

- All CV including University certificates , and cover letter have to be send to HR@halotel.co.tz

Application Deadline

- 25th MAY 2022

Halotel approved Employment Equity Plan and Targets will be considered as part of the recruitment process. As an Equal Opportunities employer, we actively encourage and welcome people with disabilities to apply.