



## VACANCY

### ADMIN / RECEPTIONIST

#### Company Introduction

Powerbat Namibia (Pty) Ltd is a leading distributor of premium automotive batteries and renewable energy solutions. Established in 1978, the company supplies trusted brands such as Willard, SABAT, and VARTA. With a commitment to quality products and excellent customer service, Powerbat serves both retail and private clients across Namibia.

**Job Title: Admin / Receptionist**

**Location: Windhoek**

**Department: Finance / Admin**

#### Role Purpose

The Admin / Receptionist will be responsible for managing the reception area, operating the switchboard, receiving customers and visitors, and providing general administrative support to ensure the smooth running of daily office operations. The role includes handling incoming calls, relaying messages, assisting with purchase requisitions, supporting creditors administration, maintaining filing systems, controlling stationery, assisting with customer liaison, and ensuring that customer service standards are maintained at all times. The successful candidate must be professional, well-organised, customer-focused, and able to work accurately in a busy office environment.

#### Key Responsibilities

##### 1. Reception & Switchboard Management

- Operate the company switchboard in a professional and efficient manner.
- Ensure that all incoming calls from customers and stakeholders are directed to the correct staff member.
- Relay telephone messages to staff timeously and accurately.
- Receive and assist incoming customers and visitors in a friendly and professional manner.

- Maintain good housekeeping and a professional appearance at the reception area.
- Ensure proper telephone etiquette and excellent customer interaction at all times.

## 2. Administrative Support

- Responsible for processing purchase requisitions for company expenses.
- Prepare requisitions for monthly vendors at the beginning of each month.
- Follow up and confirm monthly that all requisitions are correctly processed and allocated to the correct month.
- Email and forward invoices to the correct creditors personnel timeously.
- Screen creditors requisitions weekly and follow up to finalise purchase orders and related processing.
- Maintain accurate filing of invoices, credit notes, purchase orders, waybills, and transport-related documentation.
- Update weekly outstanding listings and assist with administrative record-keeping.
- Report telephone, network cable, electrical, and other office-related faults to the relevant personnel.
- Assist with administrative tasks as required by the Finance/Admin department.

## 3. Stationery & Office Control

- Order and distribute stationery to staff as required.
- Maintain a register of stationery orders for record purposes.
- Control stationery stock and ensure that sufficient office supplies are available.
- Support the office with general administrative and clerical duties when required.

## 4. Customer Service & Liaison

- Liaise with business representatives, customers, warehouse personnel, distribution staff, and internal stakeholders.
- Address special or miscellaneous customer requests in a professional manner.
- Assist with customer liaison by contacting customers for orders in the absence of the Client Liaison Officer.
- Record incoming orders when required and relay details to the Client Liaison department.
- Resolve customer queries within required timeframes and escalate matters where necessary.
- Build and maintain acceptable customer service standards with the Warehouse & Distribution department, Warehouse Supervisor, and business representatives.
- Ensure that a high level of customer service is maintained in line with company standards.

## 5. Internal Support & Coordination

- Assist the Regional Manager with marketing items and company functions when required.
- Provide support to internal departments to ensure effective communication and follow-up.
- Assist with coordinating information between departments and ensuring that documentation is complete and accurate.
- Support daily office operations through effective planning, organising, and follow-up.

## 6. Compliance, Accuracy & Professional Conduct

- Ensure that all administrative tasks are completed accurately and in line with company procedures.
- Maintain confidentiality of company, customer, and financial information.
- Ensure proper filing, documentation, and record control.
- Identify and report administrative issues, delays, or discrepancies to the relevant manager.
- Maintain a professional attitude and represent the company positively at all times.

## Minimum Requirements

- Grade 12 Certificate.
- Minimum of 3 years' previous switchboard management, administrative, and receptionist experience.
- Knowledge of creditors administration will be an advantage.
- SAP knowledge will be an added advantage.
- Computer literacy, including Microsoft Office.
- Excellent telephone manner and strong telephone etiquette.
- Good communication and interpersonal skills.
- Strong administrative and organisational skills.
- High attention to detail and accuracy.
- Ability to work under pressure and meet deadlines.
- Customer service experience will be an advantage.

## Key Competencies

- Professional communication skills.
- Excellent customer service orientation.
- Strong planning and organisational ability.
- Good time management skills.
- Accuracy and attention to detail.

- Ability to follow up and control tasks effectively.
- Interpersonal sensitivity and professionalism.
- Concern for excellence.
- Ability to work independently and as part of a team.
- Reliable, organised, and deadline-driven.

#### Additional Requirements

- Namibian citizenship or valid Namibian permanent residence permit.

#### Application Procedure

If you meet the requirements for this role and are ready to contribute to the success of our company, please apply through our recruitment portal at [www.jobopportunities.net](http://www.jobopportunities.net). Ensure your application includes a detailed cover letter, comprehensive CV, and copies of relevant certifications.

**Closing Date: 24 June 2026 at 07:00 PM**

#### Equal Opportunity Statement

Powerbat Namibia (Pty) Ltd is an equal opportunity employer and encourages applications from suitably qualified individuals, regardless of gender, race, or disability.