



<https://www.workolic.com/job/mtn-recruitment-today/>

MTN Recruitment Today Application Form Portal

Description

MTN, a leading telecommunications company, is seeking qualified and enthusiastic individuals to join our dynamic team as Customer Service Representatives. As a Customer Service Representative, you will play a crucial role in ensuring our customers receive exceptional service and support. This position offers a unique opportunity to be a part of a fast-paced and innovative industry while contributing to the overall success of MTN.

Responsibilities

- **Customer Interaction:** Engage with customers via phone, email, and chat to address inquiries, resolve issues, and provide information about MTN products and services.
- **Problem Resolution:** Effectively troubleshoot and resolve customer concerns, escalating issues when necessary to ensure timely resolution.
- **Product Knowledge:** Stay up-to-date on MTN's products and services to provide accurate and relevant information to customers.
- **Documentation:** Maintain detailed and accurate records of customer interactions and transactions in the company's database.
- **Collaboration:** Work closely with other departments to coordinate efforts in addressing customer needs and improving overall customer satisfaction.
- **Quality Assurance:** Adhere to established quality standards and service levels to ensure a consistently high level of customer service.

Qualifications

- **Education:** Minimum of a high school diploma; higher education in business, communications, or a related field is a plus.
- **Experience:** Previous customer service experience is preferred but not mandatory. Training will be provided for the right candidate.
- **Communication Skills:** Excellent verbal and written communication skills are essential.
- **Problem-Solving Ability:** Strong analytical and problem-solving skills to address customer concerns effectively.
- **Team Player:** Ability to work collaboratively in a team environment.

Job Benefits

- Competitive Salary
- Health Insurance
- Retirement Savings Plan
- Career Development Opportunities
- Employee Discounts on MTN Products and Services

Contacts

Interested candidates should visit the MTN Recruitment Today Application Form Portal to submit their applications. Please include a resume and a cover letter

Hiring organization

MTN

Employment Type

Full-time

Industry

Telecommunications

Job Location

Lagos, Lagos, NG, 100001, Lagos, Lagos, Nigeria

Working Hours

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Date posted

April 24, 2026

Valid through

01.01.2026

highlighting your relevant skills and experiences. The application deadline is 01.01.2026.

[Apply to MTN Job Application](#)

Note: Only shortlisted candidates will be contacted for interviews. MTN is an equal opportunity employer, and we encourage candidates from diverse backgrounds to apply.