



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

Mtn Recruitment 2025/2026 Form Portal – Apply Now

Description

MTN is seeking dynamic and enthusiastic individuals to join our Customer Service team. As a Customer Service Representative, you will play a crucial role in enhancing customer satisfaction and loyalty. You'll be responsible for addressing inquiries, resolving issues, and providing exceptional service to our valued customers.

Responsibilities

- **Customer Support:**
 - Respond to customer inquiries via phone, email, or chat in a professional and timely manner.
 - Assist customers with product and service-related questions, troubleshooting, and issue resolution.
- **Problem Resolution:**
 - Identify and analyze customer needs to offer appropriate solutions.
 - Collaborate with other departments to resolve complex customer issues.
- **Information Management:**
 - Maintain accurate and up-to-date customer information in the database.
 - Document customer interactions and transactions.
- **Product Knowledge:**
 - Stay informed about MTN's products and services to effectively assist customers.
- **Communication:**
 - Communicate service and product information to customers clearly and effectively.
 - Provide feedback to management regarding customer concerns and suggestions.

Qualifications

- High school diploma or equivalent; additional education is a plus.
- Proven customer service experience.
- Excellent communication and interpersonal skills.
- Problem-solving abilities and attention to detail.
- Familiarity with telecommunications industry products and services is an advantage.

Job Benefits

- Competitive salary and performance-based incentives.
- Health and wellness programs.
- Professional development opportunities.
- Employee discounts on MTN products and services.
- Collaborative and inclusive work environment.

Hiring organization

Mtn

Employment Type

Intern

Industry

Telecommunications

Job Location

Akin Adesola Street, Victoria Island, Lagos, Nigeria, 101241, Lagos, Lagos, Nigeria

Working Hours

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Date posted

February 7, 2026

Valid through

10.12.2026

Contacts

Interested candidates should visit the MTN Recruitment Portal and complete the online application form. Ensure all required documents are attached, including a resume and cover letter. The deadline for applications is [insert deadline]. Only shortlisted candidates will be contacted for interviews.

MTN is an equal opportunity employer and encourages diversity in the workplace. We celebrate and embrace differences for the benefit of our employees, customers, and community. Join MTN and be part of a dynamic team committed to delivering exceptional service in the telecommunications industry.

Apply Now at [MTN Recruitment Portal](https://www.workolic.com)