



# INTERNSHIP

## **INTERNS VACANCY** **Complaint Analyst**

**CENTRE FOR INNOVATION IN LEARNING AND TEACHING**

**LEARNING AND TEACHING ENHANCEMENT SECTION: COOPERATIVE WORK INTEGRATED EDUCATION UNIT**

### *Call for Internship / CWIE Opportunities*

NAMFISA is currently looking for 3 reliable and organized graduates to work as Complaint Analysts for 3 months. The intern should hold a Bachelors Degree in Business Administration.

**Employment type:** Full-time | **Incentive:** N\$ 5000.00 per month

#### **Key Functions**

- Receive and record client's complaints
- Obtain and copy documentations for clients
- Answer queries or refer complaints
- Assist with correct completion of complaint forms
- Prepare complaint files and ensure all relevant documents are attached
- Allocate complaints to Complaint Analysts
- Scan documents, file and archive files
- Draft correspondence to complaints and service providers
- Update Complaint Management System daily

**Due date: 28 January 2022**

*Qualified candidates, should forward their  
CV, cover letters and certified qualifications to:*

*Ms. Josephine Nghipandwa*

*Email: [jnghipandwa@unam.na](mailto:jnghipandwa@unam.na) | Tel: 061 206 4774*