

EMPLOYMENT OPPORTUNITIES

TelOne requires suitably and qualified personnel to fill the below vacant positions that have arisen as a result of structural change.

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RETAIL DIVISION	OPERATIONS	
Area Business	The incumbents will be responsible to the Regional Business Unit Head.	
Managers (Grade Provisionally CC3)	Basic Function	
 11 Positions Harare CBD Harare SAT North Harare SAT South Harare West & Support Services Masvingo 	The main purpose of this job is to manage TelOne Business in the District area through planning, coordinating and executing the entire business activities in order to ensure profitability and efficient service delivery of TelOne services in the area. The Manager is responsible for client acquisition and retention, sales and revenue growth, debt tracing and collection as well as quality service delivery that will increase TelOne's client satisfaction. The incumbent will ensure effective and efficient use of TelOne's resources including the human capital and motor vehicles in his area of jurisdiction in order for the business to operate at optimum and productive levels.	
 Masvingo Midlands Mat Districts 	Major activities of the job	
 Bulawayo 	Revenue Generation & Profitability	
 Manicaland 	 Monetization of existing and new network capacity. 	
 Mashonaland 	 Drive sales and quality of service for the area to achieve strategic set targets 	
East/ Central Mashonaland	through effective sales strategies amongst which are, building strong business relationships with clients and acquiring new clients	
 Mashonaland West 	 relationships with clients and acquiring new clients. Establish the targeted market share for the company's services, through demand surveys. Offer service where network has been availed and ensure that all installed services are billed on time. Identify current and prospective sales opportunities on existing markets and new markets and develop sales forecasts, financial objectives and business plans. Monitor and control resources to ensure optimum utilization of available resource. Detect revenue leakages resulting from network fraud or malfunction and plug them. Monitor competitor activity, market trends and gather market intelligence to identify and recommend potential areas of business opportunities to Regional Business Unit Head. Monitor financial performances of all stations in the district and optimize the use of resources to derive maximum benefits for TelOne. Identify areas with network deficiencies and recommend for new network deployment to the Regional Business Unit Head. Develop and implement operational plans for the area so as to prevent or reduce plant and/or network breakdown. Lead the District team in minimizing network down times by timeously carrying out 	
	 Lead the District fear in minimizing network down times by timeously carrying our preventive and corrective network maintenance within set standard targets and timelines. 	

- Detect and identify network risks arising from network thefts and vandalism and proffer solutions to minimize or eliminate repeat incidences and future loses.
- Liaise with other Telecommunications Operators and Local Authorities to protect, prevent and limit network damages to Tel-One network elements out of their activities and where damages occur, ensure that Tel-One is adequately compensated by initiating the requisite claim processes.
- Develop and implement sales and profitability plans according to account management principles that ensure the development and maintenance of clients.
- Develop and implement sales strategies and initiatives profitable to the business.

Technology And Processes

- Manage quality of service within the stipulated organizational targets or objectives.
- Analyse faults statistics and take remedial action to eliminate outstanding faults on a daily basis.
- Carry out planned preventive and routine maintenance to reduce and improve fault occurrence rate on a daily basis.
- Oversee the security of systems, networks and assets.
- Manage network records, operations procedures and asset records.
- Prepare annual revenue and expenditure budgets for the district towards the end of each year.
- Collaborate and liaise with other internal departments such as Corporate Services, Corporate Communications, Innovation Division, Wholesale and Infrastructure Division in order to address issues affecting the operation in the district.
- Research, identify and recommend for the procurement of relevant network components, tools and test equipment to enable teams to effectively and efficiently discharge their duties
- Ensure teams adhere to standard processes, manuals and work instructions in all their activities.

Financial Management

- Manage all retail shops in the district and account for all revenues.
- Conduct client requirements discovery and develop solutions to meet their needs.
- Manage stock items and monitor potential revenue loss.
- Maintain a desired business atmosphere in client service shops to maximize revenue generation.
- Develop, maintain and ensure compliance with internal financial and accounting policies and procedures.
- Manage costs through effective allocation of resources
- Monitor, authorize and control operational expenditure by adopting effective cost cutting measures (eg use of serviceable recovered materials)
- Formulate and recommend to the Regional Business Unit Head the revenue and cost annual budgets for adoption.

Corporate Governance And Partners

- Monitor and enforce adherence to company policies, procedures, Sales and technical instructions.
- Establish and maintain relations with local authorities and service providers to ensure compliance with regulations and by-laws.
- Represent TelOne at all social, political and economic forums in the district.
- Manage client data through efficient records keeping systems
- Monitor and analyze network capacity for maximum utilization
- Generate reports timeously for the Regional Business Head.

Sales and Client Experience Management.

- Design and implement sales strategy that enables the company to grow its market share.
- Build company image by collaborating with customers, government, community

	 organizations, and employees through enforcing ethical business practices. Continuously monitor sales performance through reviewing periodic and ad hoc reports. Develop a business contact strategy based on the Pareto principle, for client retention and repeat sales. Satisfy the client through timeous resolution of queries, analyze and trouble shoot client issues in liaison with other departments. Create a platform forum for client feedback to improve on quality of service. Set up systems that ensure effective, corrective and preventive actions are taken to address client complaints. Human Resources Management Implement performance management and arrange training and development for members of staff where SKA (Skills, Knowledge and Attitudes) gaps are identified. Carry out quarterly performance appraisals and evaluations for subordinates Nurture a desirable work culture that is conducive for high productivity at the workplace. Provide leadership, counselling and mentoring to staff Participate/chair Regional Hearing Committees as and when necessary. Monitor and supervise the implementation of Operational Plans by carrying out regular and random network inspections and reviews with subordinates Attend to staff issues and or grievances as they arise and proffer solutions or mitigations within the prescribed timelines.
	 Minimum of 7 years' relevant experience with at least 5 years at managerial level. Competencies Strong business acumen. Have strong management and analytical skills. Good interpersonal skills with employees and stakeholders at all levels. A strategic thinker. Good understanding of the electronic communications industry Substantial experience of data analysis, having a good knowledge of relevant tools and methodologies. Sound Communication and excellent presentation skills.
RETAIL DIVISION	HARARE REGION
Business Performance Supervisor (Grade - Provisionally CC4) 15 Positions	The incumbent will be responsible to the Respective Area Business Manager. Basic Function Running TelOne Business through planning, coordinating, organizing all activities in a manner that maximizes client acquisition and profitability as well as maintaining an efficient network and service delivery. The Business Performance supervisor is expected to run all exchanges and client experience centers as Profit Centres.

Harare JNW Host

- Harare JNW RLUs
- Harare Main
- Highlands
- Borrowdale
- Avondale HostAvondale RLUs
- Avonaale kLt
 Kuwadzana-
- Warren Park
- Darwendale-Trelawney
- Network Records & SLMS
- Glenview
- Southerton
- Hatfield
- Chitungwiza
- Ruwa-Arcturus

Major activities of the job

Generate, grow and drive business

- Identify current and prospective sales opportunities on existing, new markets and develop sales forecasts, financial objectives and business plans.
- Develop and implement sales and profitability plans according to account management principles that ensure the development and maintenance of clients.
- Develop and implement sales strategies and initiatives profitable to the business.
- Build effective customer relationships through after sales.
- Approve free service trials/tests to potential clients.
- Maintain all access network elements and attend to faults in the shortest possible time ensuring that installation standards are maintained.
- First line diagnostic on power, D.E.Gs and Batteries and cleanliness.
- Provide hotlines and circuits for broadcasting.
- Provide technical expertise to staff.
- Install VSAT (Ka-Band), ADSL, VPN, LAN, Voice, V.O.D, iPTV, Internet Broadband and Data.
- Install and splice optic fiber networks to provide multimedia services

Secure and Protect Market share:

- Develop a business relationship strategy based on the Paretto principle, for client retention and repeat sales.
- Analyze market trends and competitor activities in the Area and formulate strategies to counter.
- Enhance Tel*One brand visibility through exhibitions, presentations and participation in social events in the Area.
- Coordinate interdepartmental processes for effective and efficient sales delivery processes.
- Analyze and trouble shoot client issues, in liaison with other departments.
- Create a platform forum for client feedback to improve on quality of service.
- Identify and recommend communities deserving assistance as Tel*One's social responsibility and building of corporate image.

Client Relationship Management

- Satisfy the client through timeous resolution of queries, analyze and trouble shoot client issues in liaison with other departments.
- Create a forum, platform for client feedback to improve on quality of service.
- Set up systems that ensure effective, corrective and preventive actions that are taken to address customer complaints
- Attend community development and stakeholder meetings in an effort to build corporate brand loyalty.
- Design sales strategies and tactics that turn clients in advocates.
- Recommend bundling of products/services to retain clients.

Effective management of Internal Processes

- Generate daily, weekly, monthly and quarterly progress reports on sales, service delivery and assurance timeously for the Area Business Manager.
- Oversee Area financial management that includes controlling the budget.
- Recommend to the Area Business Manager the revenue and cost annual budgets for adoption
- Resource the Sales teams on daily business operations and Direct all operational aspects of the area in a manner that enhances human capital productivity
- Communicate effectively with colleagues by way of sharing information on effective practices, competitive intelligence, business opportunities and needs.

RETAIL DIVISION	 experience. or City & Guilds FTC / Advanced Technician Diploma with a minimum of 3 years' relevant experience at Supervisory level. ompetencies Strong business acumen. Have strong technical and analytical skills. Good interpersonal skills with employees and stakeholders at all levels. A strategic thinker. Good understanding of the operations and maintenance of the ICT industry. BOUTHERN REGION The incumbent will be responsible to the Respective Area Business Manager.
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Supervisor (Grade Provisionally CC4)

21 Positions

- Bulawayo CBD
- Belleview-Nkulumane
- Hillside
- Northend
- Mabutweni
- Luveve
- Vic Falls
- Hwange-Binga-Dete-Lupane-Jotsholo
- Beitbridge
- Gwanda-Filabusi-West Nicholson
- Plumtree-Figtree-Kezi-Matopos
- Nyamadhlovu-Turkmine-Shangani-Esigodini
- Network Records & Projects
- Zvishavane-Mberengwa-Mataga-Nyaningwe
- Chiredzi-Triangle-Ngundu-Rutenga
- Masvingo Access-Mashava
- Masvingo Swg & Txn-Gutu-Nyika-Chartsworth-Jerera
- Gweru Access
- Gweru Swg & Txn
 Shurugwi Lalapanzi-Mvuma
- Kwekwe Access -Munyati
- Kwekwe Swg&Txn-Nkayi-Gokwe

Running TelOne Business through planning, coordinating, organizing all activities in a manner that maximizes client acquisition and profitability as well as maintaining an efficient network and service delivery. The Business Performance supervisor is expected to run all exchanges and client experience centers as Profit Centres.

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RETAIL DIVISION

NORTHERN REGION

Business The incumbent will be responsible to the Respective Area Business Manager. Performance **Basic Function** Supervisor Running TelOne Business through planning, coordinating, organizing all activities in a (Grade manner that maximizes client acquisition and profitability as well as maintaining an Provisionally CC4) efficient network and service delivery. The Business Performance supervisor is expected to run all exchanges and client experience centers as Profit Centres. **15 Positions** Major activities of the job Mutare Access -Odzi Generate, grow and drive business Mutare Swa & Identify current and prospective sales opportunities on existing, new markets and Txn-Penhalonga develop sales forecasts, financial objectives and business plans. Chipinge-Develop and implement sales and profitability plans according to account Chimanimanimanagement principles that ensure the development and maintenance of Birchenoughclients. Chipangayi-. Develop and implement sales strategies and initiatives profitable to the business. Checheche . Build effective customer relationships through after sales. Rusape-Approve free service trials/tests to potential clients. . Headlands-Maintain all access network elements and attend to faults in the shortest possible Nvazuratime ensuring that installation standards are maintained. Murambinda . First line diagnostic on power, D.E. Gs and Batteries and cleanliness. Nyanga-Provide hotlines and circuits for broadcasting. . Juliasdale-Hauna Provide technical expertise to staff. . Chinhoyi-Install VSAT (Ka-Band), ADSL, VPN, LAN, Voice, V.O.D, iPTV, Internet Broadband . Murombedziand Data. **Banket-**Install and splice optic fiber networks to provide multimedia services Mutorashanga-Raffingora Secure and Protect Market share: Kariba-Makuti-Develop a business relationship strategy based on the Paretto principle, for client Chirundu retention and repeat sales. Karoi-Mhangura . Analyze market trends and competitor activities in the Area and formulate Chegutu-Selousstrategies to counter. Chakari Enhance Tel*One brand visibility through exhibitions, presentations and . Kadoma- Sanyati participation in social events in the Area. Marondera-. Coordinate interdepartmental processes for effective and efficient sales delivery Macheke-Wedza processes. Beatrice- Chivhu Analyze and trouble shoot client issues, in liaison with other departments. Murehwa-Mutoko . Create a platform forum for client feedback to improve on quality of service. Bindura-Mt Identify and recommend communities deserving assistance as Tel*One's social Darwin-Shamva responsibility and building of corporate image. Mvurwi-Guruve-**Client Relationship Management** Centenary Satisfy the client through timeous resolution of queries, analyze and trouble shoot Glendaleclient issues in liaison with other departments. Mazowe-Create a forum, platform for client feedback to improve on quality of service. Concession-Set up systems that ensure effective, corrective and preventive actions that are taken to address customer complaints Attend community development and stakeholder meetings in an effort to build corporate brand loyalty. Design sales strategies and tactics that turn clients in advocates. Recommend bundling of products/services to retain clients. **Effective management of Internal Processes** Generate daily, weekly, monthly and quarterly progress reports on sales, service delivery and assurance timeously for the Area Business Manager. Oversee Area financial management that includes controlling the budget.

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Human Resources Management

- Implement performance management and arrange training and development for members of staff where SKA (Skills, Knowledge and Attitudes) gaps are identified.
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- Communicate developments within the company to staff through briefings, circulars, works council meetings etc.
- Provide leadership, counselling and mentoring to staff
- Participate/chair Regional Hearing Committees as and when necessary.
- Monitor and supervise the implementation of Operational Plans by carrying out regular and random network inspections and reviews with subordinates
- Attend to staff issues and or grievances as they arise and proffer solutions or mitigations within the prescribed timelines.

Qualifications/Experience

- A Bachelor's Degree in Electrical/Electronic Engineering, Telecommunications, Information Systems, Computer Science with a minimum of 2 years' relevant experience.
 - or
- City & Guilds FTC / Advanced Technician Diploma with a minimum of 3 years' relevant experience at Supervisory level.

Competencies

- Strong business acumen.
- Have strong technical and analytical skills.
- Good interpersonal skills with employees and stakeholders at all levels.
- A strategic thinker.
 - Good understanding of the operations and maintenance of the ICT industry.

Retail	Regional Business Units
Regional	The incumbent will be responsible to respective Regional Business Unit Head.
Accountant	Durie Function
(Grade CC4)	Basic Function
3 Positions 1 x Harare 1 x Southern	To provide an expert financial service to the Regional Business Unit Head and the region to generate, allocate and manage resources effectively
1 x Northern	Major activities of the job
	 Financial Planning Support the Regional Business Unit Head in developing annual business plan and budget, and ensure the effective implementation through monthly review and bi-annual refocus. Coordinate the completion of budget and refocus templates in line with guidance and ensure these are approved in accordance within the company time line. Develop a refocusing framework ensuring its adherence across all activities within the region. Support the Regional Business Unit Head and the region line management in the development of financial strategy and ensure effective implementation of the strategy across the region through monthly review and regular refocus. Financial advice Act as financial advisor across the region on any new or significant projects. Ensure all new initiatives are subject to a financial risk appraisal ensuring plans are cost effective, funding is approved and income / expenditure adequately controlled with an understanding of the implications for the whole organization's budget. Provide written reports, budgets and advice as required by the Regional Business
	 Unit Head in consideration of new / significant developments or investments. Risk Management Preparation of audit data for various audits. Coordination with statutory and internal auditor on need basis. Reconciliation of all assets of the region. Income / expense leakages analysis to ensure correct and complete recording. Coordinate targets within the region as set out by the Retail Division. Administration Custodian of all security items, i.e. cheque books, deposit books, receipt books and transfer books. Manage day to day relationship and create good rapport with Company main bankers. Ensure an efficient transfer of information between the Company and its bankers, that statements are electronically downloaded. Ensure that mandates (signatories) correctly reflect the current authorities and that the Company is aware of current banking practices to improve efficiency of the function. Check and authorize goods reservation for finance, issuance of travel and subsistence authority numbers, issue garnish instructions to Human Resources department. Custodian of cash account documentation.
	 Liaising with Client Services Branch offices Human Resources Management
	Evaluate and manage the performance of direct staff resources to achieve a

	 high standard of competence, motivation and service orientation. Ensure that tasks are completed within deadlines and all members of the team contribute to team objectives, that the workload is spread evenly, allocated on a flexible basis and each function is self-covering during absence of any member. Clear company personnel of outstanding advances (T&S allowances and salary advances) upon termination of employment with the company. Determine and recommend which training is required and which workshops to attend as and when need arises. Facilitate and coordinate SAP system user training courses with other departments.
	 Qualifications Degree in Accounting, Business Studies, Credit Control and full CIS / ACCA / CIMA Three years' relevant experience Competencies Ability to communicate at all levels. Ability to work under pressure and outside normal working hours. Honesty and be computer literate. Attention to Detail with accounting figures. Computer literacy Excellent communications and relationship skills Detailed knowledge of Company information systems and policies Intrinsic locus of control
Retail	Southern Region
Business Performance Supervisor EPAC Byo (Grade – Provisionally CC4)	The incumbent will be responsible to the Area Business Manager Matabeleland North & South Districts. Basic Function To ensure that all TelOne exchanges remain powered and cooled by use of air conditioning equipment and generators in the Southern Region. Major activities of the job
	 Fault Administration Allocate Duties to subordinates, monitor/supervise progress thereof, and ensure targets are met, within budget and time frames. Formulate work programs and priorities for Technicians and, Diesel mechanics and report daily, weekly, monthly, quarterly, yearly on work done and materials used to line management. Ensure adequacy and availability of human, capital and material resources in liaison with stores. Ensure that all faults are cleared to meet statutory standards e.g. environmental standards e.g. disposal of oils. Mobilize resources within the confines of the budget to ensure faults are cleared within set targets. Engage user departments to give them first level Operation and Maintenance of rectifier, aircon and DEG equipment. Provide necessary skills for reported faults. Evaluate tenders in conjunction with planning Ensure that power plant availability is 99.99% to ensure continuous service to customers.

	department when there is a problem.Check that all routines are done by random site visits.
	 Recommend decommissioning and procurement of power diesel, and air con plant equipment or relocation of equipment to areas where equipment can be best used.
	 Do half yearly audits of equipment inventory, movable assets etc.
	 Revenue And Profitability Budget formulation and adherence to it. Compile profit and loss accounts monthly. Identify potential revenue leaks through trend analysis. Improve energy saving techniques with innovative recommendations to reduce electricity and diesel cost. Ensure timeous installation, fault clearance and keep uptimes high. Ensure that the power plant uptime availability is more than 99.99% through proper inspection of preventative routines. Managing departmental finances using the SAP financial system with emphasis on costs reduction Analyze and prevent risks, accidents by conscientising staff in periodic staff meetings and reduce lost-man- hours.
	 Human Resource Management Impart skills to subordinates, for smooth running of work-parties in case of staff shortages Identify skills gap and recommend training for such Approve staff leave, overtime, T&S and keep updated records of such. Enforce standards and procedures in line with TelOne Corporate image Encourage and guide staff on culture of learning and keeping track of changing technologies. Enforce the Code of Conduct and maintain discipline among subordinates, and take appropriate measures to correct wrong doing.
	 Qualifications Apprentice trained Journeyman Class One (1) qualification. City & Guilds FTC/FTD an added advantage. Five (5) years' relevant experience. Competencies Strong business acumen. Have strong technical and analytical skills Ability to work under pressure and outside normal working hours. Honesty and computer literate. Excellent communications and client relationship skills. Detailed knowledge of Company information systems and policies
	Intrinsic locus of control.
RETAIL	Billing & Receivables
Business Performance Supervisor Billing &	The incumbent will be responsible to respective Area Business Managers. Basic Function
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Maintenance

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• Draft the operational plans for the section.

• Draft the daily weekly, monthly and annual routine sheets.

• Draft air con, diesel, and power plant preventative maintenance schedules.

• Ensure that all routines are done by checking the routine maintenance returns Receive and analyze weekly, monthly and annual returns and raise a flag to user Receivables (Grade Provisionally CC4)

11 Positions

Harare CBD

- Harare SAT North
- Harare SAT South
- Harare West &
- Support Services
- Masvingo
- Midlands
- Mat Districts
- Bulawayo
- Manicaland
- Mashonaland
- East/ Central
- Mashonaland West

Putting in place effective and efficient collection strategies, processing designated payments received, maintain computerized and manual payment systems and managing revenue leakage.

Major activities of the job

Revenue Collection

- Manage revenue leakage by monitoring and evaluating banking hall activities
- Analyse, evaluate and approve cash accounts for the district
- Reconcile payments, receipts and cash banked
- Random spot checks for all districts' cash offices
- Analyse and approve all RTGS payments for the district and ensure receipting on daily basis
- Post all SAP inputs for the district
- Manage clients and debtors' accounts

Bill Integrity

- Validate pre and post bill reports
- Ensure bill quality assurance
- Initiate segmentation of clients invoices before posting
- Conduct bill review and auditing
- Approve all adjustments for the district
- Ensure timeous dispatch of clients invoices for the district

Debt Management

- Assume responsibility for the collection, control and administration of monies due from specified clients
- Monitor and identify on a daily basis those clients that have outstanding debt
- Monitor and evaluate record transactions on a daily basis to enable efficient follow up of any accounts and diarize all communications with clients/debtors
- Engage Client Services on disputed invoices and ensure that the queries are promptly solved and payment received
- Negotiate payment plans, SSB and Pensions deductions, set off arrangements and barter deals with clients
- Physical and telephonically debt trace defaulting clients/debtors
- Ensure all new/potential clients are vetted before granting service to ascertain their credit worthiness
- Approves files for summons and Warrant of Execution (WRITS) issuance
- Approves files for hand over to approved law firms and debt collectors
- Engage liquidators and estate executors in lodging claims and follow-ups for the district
- Engage Residents Association groups
- Represent TelOne in the Court of Law

Customer Retention Management

- Implement credit limits on all active clients to facilitate monitoring and control of service usage
- Ensure clients' invoices for the district are dispatched timeously
- Respond to clients queries timeously
- Encourage clients to pay by giving them tokens of appreciation e.g t-shirts
- Implement anticipatory service i.e. to eliminate problems before they happen
- Encourage client's/debtors' participation in promotional programs

People Management

- Manage subordinate's performance
- Identify staff skills gap and recommend training

- Motivate staff through reward/delegation
- Monitor adherence to professional appearance & courtesy standards as outlined in Company policy
- Take ownership of monthly meeting agenda and follow up actions from the meeting
- Proactively build excellent relationships within staff with a view to maximize client satisfaction
- Recommend leave applications for staff.

Administration

- Approve expenditure vouchers for the district i.e revenue and non-revenue
- Approve stock orders and replenishment
- Enforce Code of Conduct in line with Company policy
- Enforce Healthy and Safety procedures in line with Company policy
- Prepare various reports as required
- Arrange for the distribution of standard letters and computerized statements
- Liaise with other departments with regards to work requirements.

Resource Allocation/Budgeting

- Prepare annual budget for the district i.e both capital and revenue
- Allocate resources to respective sections in the district according to their priorities
- Accountable for security of all movable assets in the district.

Qualifications

- Degree in Accounting, Business Studies, Credit Control and full CIS / ACCA / CIMA
- Three years' relevant experience.

Competencies

- Ability to communicate at all levels.
- Ability to work under pressure and outside normal working hours.
- Honesty and be computer literate.
- Attention to Detail with accounting figures.
- Computer literacy
- Excellent communications and relationship skills
- Detailed knowledge of Company information systems and policies
- Intrinsic locus of control

If you wish to be considered for the post above, please apply with detailed Curriculum Vitae in an envelope clearly marked "STAFF CONFIDENTIAL –

APPLICATION FOR A VACANT POST" to the, **Corporate Services Director, TelOne Private Limited, 107 Kwame Nkrumah, Runhare Building,** or e-mail to <u>careers@telone.co.zw</u> not later than **12 January 2017**.

