



BUSINESS AND INTELLECTUAL  
PROPERTY AUTHORITY  
*Protecting Entrepreneurship and Innovation*

## EXTERNAL VACANCY MARKETING GRADUATES x2

The Business and Intellectual Property Authority (BIPA) is a regulator established by virtue of BIPA Act No. 8 of 2016 to facilitate and promote the efficient and effective registrations of business and intellectual property in Namibia. BIPA is an equal opportunity employer and invites competent & suitably qualified candidates to apply for the following position:

<b>Duty Station</b>	WINDHOEK
<b>Duration</b>	Seven (7) calendar months contract
<b>Primary Purpose</b>	Advise, assist and resolve customer complaints (either in- person, electronic mail or via telephone), investigates, and provide corrective actions within the defined customer service timelines and standards.
<b>Minimum Qualifications and Experience</b>	<ul style="list-style-type: none"><li>- Bachelor's degree in business management/ business administration (NQA Level 7)</li><li>- Bachelor's degree in marketing / communication (NQA Level 7)</li></ul>
<b>Key Responsibilities</b>	<p><u>1) Customer Centric:</u></p> <ul style="list-style-type: none"><li>- Maintain a positive attitude with clients.</li><li>- Advise clients with pending applications on action required from them.</li></ul> <p><u>2) Understanding of Products and Services of the Institution:</u></p> <ul style="list-style-type: none"><li>- Advise customers on BIPA products and services.</li><li>- Stay informed of BIPA services and keeps up to date with changes.</li></ul> <p><u>3) Quality Assurance and Verification:</u></p> <ul style="list-style-type: none"><li>- Verification of compliance/ correctness of completeness.</li><li>- Quality assurance of applications with supporting documents.</li><li>- Pre-examine of all business registration applications submitted by clients for correctness and compliance status (manual and complex applications) Document completion.</li><li>- Addressing general enquiries.</li></ul>
<b>Skills and Competencies</b>	<ul style="list-style-type: none"><li>- Be able to work under heavy pressure.</li><li>- Be Customer Centric.</li><li>- Be Analytical and be able to effectively communicate with Customers.</li><li>- Should be detail oriented and a fast learner.</li></ul>

Kindly note that no paper documents will be accepted. Interested Applicants should email a single pdf file of their applications to: [talent@bipa.na](mailto:talent@bipa.na)

Only shortlisted candidates with relevant supporting documents attached to their application will be contacted for interviews. **Candidates from previously disadvantaged groups are encouraged to apply.**

**NB: Non-Namibian qualifications must be evaluated by NQA.**

Enquiries: Human Capital Practitioner @ 061-299 4414/73

**Closing date for all applications is 18 July 2025**