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Sophia Muyenga

Office Administrator

Excelling in a Demanding Work Environment

Office Administrators perform a variety of administrative and management tasks to ensure smooth and efficient office operations. Employed by all types of organisations, they often work as receptionists, and as a result, are often considered the face of a business. Meet 29-year old Sophia Muyenga, a qualified Office Administrator, employed by the Kavango-East Regional Council as a Private Secretary to the Governor. This is her story.

Village Girl

Sophia Muyenga was born at Katjinakatji village, outside Rundu in the Kavango-East region. She attended Rundu Junior Primary

School, while her parents were staying at the nearby Ndama village. Growing up wasn't easy, as Sophia's parents were unemployed. "Life was tough. My parents weren't employed and we struggled to make ends meet", she recalls. From a very young age, Sophia harboured dreams of becoming a nurse. "I guess I'm just a caring human being. I just love helping others, especially those in need of care and nourishment. However, things changed later on at school when I realised that I would also love to work in an office environment one day. I wanted to become an Office Administrator", she explains.

Training Decision

Sophia excelled at school and following a two-year stint at the



Dr. Romas Kampungu High School, she later returned to the regional capital, where she completed Grade 12 at the Rundu Secondary School. Confronted with the reality that she didn't have the financial means to enroll for training in Office Administration, it was Sophia's sister who came to her rescue and who applied on her behalf at the Rundu Vocational Training Centre. "My sister submitted an application for Office Administration and Rundu VTC and I was accepted. It wasn't easy though, because my application for a loan to pay for my training was rejected.", she shares.

However, Sophia persisted. And with the help and assistance of family, she made the best of the opportunity by investing all her time and energy into her training, graduating with a Level 3 Office Administration certification in 2007.

Job Hunting

Struggling to land an employment opportunity, it was Sophia's Office Administration Instructor, Suzette von Wielligh, who remembered her as a diligent and responsible trainee, and decided to take her in at her husband's company, Sparks Enterprise. Sophia grabbed the opportunity to gain practical work experience with both hands. Soon thereafter, a colleague informed her about a vacancy at the Regional Council for a Private Secretary to the Governor. Despite her lack of practical experience, Sophia decided to apply and she hasn't looked back since. Today, her warm personality and efficient administration skills make her an asset to the Kavango-East Regional Council. "To excel in this line of work, you need to have faith in you own ability and you need to add value to work of others. I had an excellent working relationship with the late

Governor, Maurus Nekaro, until he sadly passed away in 2013. And I believe that it was my good track record in managing this office that resulted in me being recommended to continue in this capacity, when the current Governor, Dr. Samuel Mbambo, came on board", she shares.

Demanding Work

As the name implies, Office Administrators manage appointments, keep meeting room booking registers, keep the front desk tidy and provide administrative support.

Sophia excels in this environment. She is fast and efficient, detail-oriented, able to prioritise tasks, and able to work autonomously. Her communication skills, outgoing personality, professionalism and positive 'can -do' attitude, make her an asset to the Regional Council. Kavango-East Governor, Dr. Samuel Mbambo summarises her role and

contribution aptly, when he says, "without Sophia, the office is lost".

"If you think that as administrators we just sit around and answer calls, you're mistaken. We've lots to do - Make sure the office space is neat and tidy, make bookings, order supplies and receive and interact with visitors. And you need to do all of this with a big smile. You are the face of the office, you need to be presentable", Sophia explains.

Balancing Act

Sophia's drive to succeed has brought her success.

As a single mother, she appreciates the need to strike a healthy balance between the demands of managing the office and spending quality time with her loved ones, who supports her in her work.

"Juggling the demands of the office with that of being a single mother

is not easy. But, I've always been a hard working woman, and I'm able to manage because of the support I get from my first-born who is now old enough to attend to his little sister when I'm late from work. My siblings, especially my sister Christine, also help when I have to work late, or if I have to travel with work", she says.

Future Plans

Sophia's journey has been one of steady progress, very much based on her faith in her own ability, and her willingness to go the extra mile in serving others. A journey that started at the Rundu VTC, a training institution that has played a big role in empowering her, and many others, with work-relevant technical and vocational skills.

Sophia also believes in giving credit where it's due and recognises the important role the Rundu VTC has played in her success story. But, Private Secretary to the Governor is not the end destination for this driven and committed young woman. Being surrounded by political office bearers on a daily basis has brought a new dream.

"I work with regional and local political leaders on a daily basis and admire what they do in furthering the development of our communities. So, I've been thinking of perhaps joining the political domain, one day, and serve my people. In the meantime, I'll hone my skills in my current capacity and

In future, maybe I will join politics. I like it because I learn a lot from the politicians I deal with on a daily basis", she adds.

Sophia Muyenga – Humble and diplomatic. Driven and professional. Her story teaches us that the discipline you learn and character you build from setting and achieving a goal can be more valuable than the achievement of the goal itself. That success is about honest endeavour and persistent effort to do the best possible under any, and all circumstances. Her faith in her own

ability has brought her success.

She is an Office Administrator. She is living her passion!

To excel in this line of work, you need to have faith in you own ability and you need to add value to work of others.

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