



Business Area:

Smartphone Business

Role:

Merchant Relationship Manager

Location:

Copperbelt (Zambia); Kampala or East (Uganda); Southern Region (Malawi)

Website:

<https://www.yellow.africa/estafricaapply>

About Yellow

Yellow is a device financing business, providing individuals with access to smartphones on credit in Malawi, Uganda, Zambia and Rwanda. We partner with existing retailers in our operating countries to allow them to offer customers a finance option. The customer can pay for their smartphone over 6-12 months.

Your Mission

Your first mission of Yellow will be to optimise the performance of our merchant network To create a thriving and dynamic retailer network that is fully equipped, motivated, and engaged to drive the growth of the smartphone finance company, ultimately leading to increased sales, enhanced customer satisfaction, and a stronger market presence.

We're seeking self-starters with a passion for running their own business, strong communication skills, and a love for technology. This is a full-time role and you will be expected to work retail hours, 5 days a week.

Objective	Key Results
Increase Merchant Sales	<ul style="list-style-type: none">- Unit Sales- Revenue (\$)
Increase Merchant Engagement	<ul style="list-style-type: none">- # of Active Merchants (Selling more than once a week)- NPS Score (Satisfaction of Merchants)- # of Trainings and Merchant Visits

Commitment & Trust	<ul style="list-style-type: none">- Attend Weekly Meetings- Collect Pricing Weekly From Stores- Pro-Activeness in Suggesting Changes to Business
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Are you?

- Long-term oriented
- Performance based
- Great Communicator
- People-centric
- Happy to work with technology
- Happy to work remotely

Hard requirements:

- Very comfortable communicating (Speaking, Reading, Writing) in English
- If applying for Rwanda, must be able to speak and write Kinyarwanda, French an advantage
- Able to communicate effectively upwards to Senior Management
- Have strong leadership skills
- A go-getter, not shy at starting a conversation with merchants and customers
- Access to an Android smartphone and laptop
- Full-Time Role

Remuneration and benefits:

- Base Salary of \$200
 - Performance based salary (\$0- \$800)
 - Based on great performance, one can expect to earn between \$500- \$1000 per month
 - No other benefits are included
 - A rare opportunity to make an impact in the world by working with a world class startup
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About Our Working Culture & Values

Our team is young and hard working. We value down time and flexibility. We focus on outputs rather than hours in the office, but we also believe that we have a unique opportunity at Yellow and we work very hard to meet the high standards we set for ourselves.

We are low thrills and are careful custodians of money and resources. We love to travel to the countries we operate in and whenever we do, we make time to explore, but we do this, as with everything else, on a lean budget, cognisant of not diverting resources away from our customers, and our mission.

We value resilience and self-reliance. Though we constantly organise ourselves to tackle problems in teams and ruthlessly support one another, we also believe that building independence and self-reliance in the face of challenges is an important part of growth.

We believe that long-term sustainability is a worthwhile goal. Whether in one's personal life, from a business perspective, in relationships, or in the environment, we believe that prioritising long term benefits over short term wins is a good strategy. As such, we aim for balance, and slow, steady and disciplined progress in all that we do.
