



Position: Yellow Retail Representative
Locations: Zambia, Rwanda, Malawi, Uganda
Company: Yellow
Type: Contract

[Website](#)

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About Yellow

Yellow's goal is to build an enduring business that makes life better for our customers and creates great lives for our team. We provide solar-power electricity solutions and financed smartphones which makes these life changing products affordable to bottom of the pyramid households and individuals.

Our story is simple- we want our customers to enjoy a better life with energy in their home with a financed solar system, internet all the time with a financed smartphone and afford them opportunities through an ecosystem of digital and financial services.

BUT NOW...

We have launched a new business model and we need incredible team members to exponentially GROW and impact 10 million customers by 2030!

What are we launching?

We want to become the biggest smartphone financing company in Africa. We form partnerships with smartphone merchants based on value and trust. Our model is simple: we pay the merchant a cash price and the customer pays back Yellow over a 6 month or 12 month period. The customer takes a phone home on the same day however should they not meet their payment, their phone will lock. We use incentives and our technology to ensure every stakeholder understands the need for the full loan to be repaid.

What will you be doing?

Yellow will equip you with the tools and support. You will succeed in this role if you have strength or interest in being confident and enthusiastic with new customers. You should have a curious and creative mind, be eager to learn and build on your business acumen, as well as being able to address matters with pragmatism and practicality. You will be required to attend to walk-in customers in-store, perform risk assessments, meet sales and collection targets, provide sales and customer support, educate each customer, ensure customers understand the loan and smartphone and generate new customer leads.

You will report to and work together with a Merchant Business Owner (MBO) who will manage all the merchant stores. As a team, you will ensure that each merchant store is serviced and all new and old customers are educated and understand the importance of repaying their smartphone loans.

Skills Required

- Self-motivated
- People-centric
- Great communicator
- Happy to work with technology
- Ability to meet targets
- Sales and customer experience is an advantage

Education and Experience:

- Very comfortable communicating (Speaking, Reading, Writing) in English
- A go-getter, not shy at starting a conversation with merchants and customers
- Grade 12/High School/Matric certificate with good results in principles of accounts, commerce, English and mathematics
- A certificate or diploma in sales/marketing/credit management will be an added advantage but not a requirement
- Must have access to an Android device to be used during the sales process. Alternatively you can finance a phone through Yellow.

Remuneration and benefits

- Performance based commission based on **CUSTOMER REPAYMENTS**
- A rare opportunity to make an impact in the world by working with a world class startup