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**Position:** Account Manager- Credit  
**Locations:** Malawi, Uganda, Zambia, Rwanda  
**Company:** Yellow  
**Type:** Full-time (probation 3 months)

[Website](#)

[Linkedin](#)

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### **What will you be joining?**

Yellow is a community of young dreamers who want to make life better for millions of African customers. We have a goal to reach 10 million customers on the continent by 2030. You would join a vibrant African community of creative thinkers and doers. We put our people first; customers, agents, merchant, suppliers and our team, as we recognise we are only as good as they are.

### **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.

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 eco-system of digital and financial services.

We started selling through a network of rural agents and managed them remotely with technology, through a web-based platform we have developed called Ofeefee. Our operation is lean because it uses exponential tech solutions, which allows us to efficiently meet the challenges of last-mile distribution .

### **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?**

Instead of launching first with an agent based network such as our previous ventures in Malawi and Uganda, we are first going to start by selling through urban based smartphone merchants (smartphone merchant shops). We want to understand in the quickest and least stock intensive way - how customers in each respective country repay their loans and can we become the biggest sustainable smartphone financing company in Africa.

### **Who we are looking for?**

You will be managing a portfolio of smartphone merchants of which you will drive their collections (repayments), customer support, sales support and anything that your merchants may need to succeed as a business. Yellow will equip you with the tools and support. You will succeed in this role if you have strength or interest in running your own business currently or one day and love to take full ownership of a project. 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.

### **Are you?**

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

### **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

### **Remuneration and benefits**

- Performance based salary
- Exponential growth path within the company
- A rare opportunity to make an impact in the world by working with a world class startup