



Position:	Credit Operations Consultant
Locations:	Kampala and Lusaka (100% Remote) 50% In Office : 50% Remote Work for Mzuzu, Blantyre, Lilongwe Malawi Kigali, Rwanda
Company:	Yellow
Website:	www.yellow.africa

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 smartphones on a pay-to-own basis which makes these life changing products affordable to bottom of the pyramid households. We sell through a networks of rural agents and urban merchants who manage remotely with inhouse technology. Our operation is lean because it uses exponential tech solutions, which allows us to efficiently meet the challenges of last-mile distribution. We currently operate in Malawi, Uganda, Rwanda and Zambia and Madagascar. Here is where you come in...

Who We Are Looking For

We are looking to grow our Operations Team of over 100 on the continent. This role focuses specifically in customer care, customer management, credit and stakeholder (Sales Contractors and Merchants) support.

Your Mission

- Underwriting calls (if people want to purchase a device from us, we confirm their details)
- Build rapport with customers through scheduled phone calls / engagements
- Collection calls (if people have missed a payment, we contact them via phone call)
- MBO/ Agent support - supporting our contracted sales teams to complete sales (handled as a live, online support channel on whatsapp)
- Fraud investigations - some management of potential fraud cases and investigations thereof

- Sales force recruitment - helping to find and filter candidates to grow our sales team

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, merchants, suppliers and our team, as we recognise we are only as good as they are.

To do this, we need a high energy, go-getter team to help us.

We want you on board if you

- Have an interest in customer care, customer management, credit and stakeholder support
- Are very confident and comfortable engaging with people from all walks of life
- An adventure seeker, not afraid to jump in and try new things

Minimum Requirements

- Malawi Applicants: Fluent in Chichewa, Thumbuka Speaker is valued but not essential
- Rwandan Applicants: Fluent in Kinyarwanda
- Zambian Applicants: Fluent in Bemba; Chewa Speaker is valued but not essential
- Fluent in English
- Own a smartphone and laptop
- Open and interested to technological upskilling

Remuneration and benefits

- You will earn a competitive performance and task based salary
- Exponential growth path within the company should you be retained
- Office WIFI (except in Zambia where the role is fully remote)
- A safe and clean environment for work

Recruitment process



On application you will be required to complete a test, YOU have 3 attempts to get over 85%. Thereafter you will be invited to two interview rounds, before receiving an offer, should you be successful.

About Our Working Culture & Values

Our team is young and hard working. We value down time and flexibility, and 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.