

NEW VACANCY

Let's grow together, become our

MERCHANT RECRUITMENT OFFICER



Bachelor degree in Business Administration, Marketing, Economics or other related fields

MBA is an added advantage.



A minimum of 2 years of experience in sales and distribution roles.



CORE RESPONSIBILITIES

- Grow, expand and ensure high activity ratio of LKS High Valued Merchants' (HVM) base.
- Locate and onboard merchants onto the merchant payment platform to create value for merchants through a Tigo Pesa LKS merchant wallet.
- Develop a checklist to guide the merchant onboarding process.
- Create training modules for newly recruited and existing merchant to equip them with needed knowledge.
- Work closely with external 3rd Parties to acquire and service Tigo Pesa LKS merchants.
- Develop support mechanism to ensure that acquired merchants can conduct their business smoothly.
- Work with the regional teams to create local support structures for merchant wallet acquisitions and management.
- Design promotional activities that will enhance merchant usage in key strategic areas.
- Work with marketing and sales & distribution teams to produce and deploy marketing materials timely.
- Develop KPIs and dashboard to monitor performance.

CORE COMPETENCIES

- Good understanding of mobile money industry.
- Excellent communication and problem-solving skills.
- Strong analytical and evaluation skills.
- Driving license with categories B & D is a must.

"We are committed to equal employment opportunities and unbiased treatment of all individuals in all employment practices". Only shortlisted applicants will be contacted".

If this description corresponds to you, grow with us by applying before **July 29, 2024.**

To Apply, [**CLICK HERE**](#)

NEW VACANCY

Let's grow together, become our

REMITTANCES SPECIALIST



Bachelor degree in Business Administration, Marketing, engineering or other related fields.



A minimum of 3 years of experience in product management, product development or quality assurance.



CORE RESPONSIBILITIES

- Develop and manage subscriber promotions and campaigns to drive engagement and retention.
- Execute daily communication strategically to maintain subscriber interest and activity.
- Implement the Nursery Plan to enhance user onboarding processes.
- Conduct regular callouts to new users to gather feedback and improve user experience.
- Create and execute monthly BTL (below-the-line) communication plans.
- Conduct market visits to gather insights and promote Tigo Pesa products.
- Organize and deliver Tigo Pesa training sessions to zonal teams.
- Prepare Remittance weekly reports summarizing activities and achievements.
- Monitor and analyze campaign performance to adjust strategies for optimal results.
- Gather and act on user feedback to continuously improve the onboarding process and user satisfaction.
- Lead core HQ activation events and exhibitions to boost product visibility and adoption.

CORE COMPETENCIES

- Strong project management skills with the ability to manage multiple projects simultaneously.
- Excellent communication and collaboration skills.
- Experience with product testing and quality assurance methodologies and tools.
- Strong analytical and problem-solving skills with the ability to identify and resolve product issues quickly and effectively.

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INTERNAL VACANCY



Let's grow together, become our

CORPORATE COMMUNICATIONS & PR MANAGER

(Woman or man)



Bachelor degree in Mass Communications, Journalism and other related fields.



At least five years working experience at a senior level in the press and media or political function of a major national or international company or



CORE RESPONSIBILITIES

- Create, develop and maintain positive news flow about tigo in line with the company's overall key messages of transforming lives through investment, innovation, employment, training, corporate responsibility and healthy competition and manage its effective delivery through appropriate channels.
- Develop relations with key political leaders, advisers, news and media outlets, journalists and editors.
- Create and oversee a media relations calendar of news stories and events.
- Create and manage a political relations calendar of contacts for General Manager
- Advise senior executives on media and political engagement.
- Support media and presentation training of senior executives.
- Draft press statements and other published material including brochures and articles.
- Support crisis communications planning.
- Support the management of PR agencies.

CORE COMPETENCIES

- Management and leadership
- Exceptional service and results orientation.
- Superior analytical, evaluative, and problem-solving abilities.
- Ability to work under pressure and time constraints.

Communication Skills"We are committed to equal employment opportunities and unbiased treatment of all individuals in all employment practices". Only shortlisted applicants will be contacted".

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INTERNAL VACANCY



Let's grow together, become our

CUSTOMER QUALITY ASSURANCE & TRAINING MANAGER

(Woman or man)



University degree in marketing, Sales business administration or related.



4 years' experience working in similar positions in the Telecom sector.



CORE RESPONSIBILITIES

- Develop and implement a comprehensive quality assurance strategy for the Customer Experience Department, aligning with organizational goals and objectives.
- Establish and maintain quality standards, policies, and procedures to ensure consistency and excellence in customer interactions and experiences.
- Design and implement quality assurance programs, including monitoring, evaluating, and reporting on key performance indicators (KPIs) to measure and improve customer satisfaction and overall quality.
- Manage trainings for the sales force.

CORE COMPETENCIES

- Problem solving.
- Decision Making
- Leadership Skills.

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