



1. Customer Insights & Reporting Specialist

Dar Es Salaam, Tanzania, United Republic of

Job Description

What you'll do

Role purpose:

The role will be responsible for Digital and Vas Reports, Insight and analytics as well as monthly and quarterly management and real time monitoring of our DB and RF numbers and monthly reconciliation with finance team to ensure correctness of revenues and related costs. The role will also be involved in the yearly budget planning of the department.

Key accountabilities:

- Develop and maintain regular and ad-hoc reports, dashboards, and data visualizations to track key performance indicators (KPIs), and product performance and business metrics.
- Analyze large datasets to identify trends, patterns, and insights that drive strategic decision-making.
- Daily analysis of customer sentiments, productions of respective report and recommendations of customer centric actions to ensure products remain relevant to the customers
- Work with customer experience team to ensure Digital and Vas products maintain positive experience with the customers.
- Monitor product performance and daily, weekly and monthly reports
- Conduct Data driven market research and competitor analysis to identify opportunities and inform product development.
- Ensure data accuracy, integrity, and consistency across all reporting platforms and sources.

Core competencies, knowledge and experience:

- Proficiency in data visualization tools (e.g., Tableau, Power BI, QlikView) and reporting

tools.

- Excellent communication and analytical skills with experience in statistical analysis and data modelling.
- Proficiency in SQL and experience with data querying and manipulation.
- Knowledge of programming languages such as Python or R is a plus.

Must have technical / professional qualifications:

- Bachelor's degree in Data Science, Statistics, Computer Science, Business Administration, or a related field.
- 3 years of experience in reporting and analytics, product management preferably in Telecoms,

What's in it for you

We want you to feel happy and fulfilled at work, without compromising the other things in life that matter to you. There are lots of ways we support this, including hybrid working and generous parental leave. You'll also get four Spirit Days a year to focus on your personal development and wellbeing, plus a host of other great benefits too.

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

2. Insights & Reporting-North

Arusha, Tanzania, United Republic of

Job Description

What you'll do

Role purpose:

To provide timely, accurate, and focused information and support to the Zonal EHOD to Develop and implement effective business Reports to deliver improved decision making and competitive edge. Develop a framework for commercial processes. Support the Zonal EHOD in tracking routine functional / departmental objectives.

Entrench and Monitor Region Team performance disciplines and routines

Key accountabilities and decision ownership

Analysis & Reporting

- Provide region teams with reports on connections and airtime revenue
- Provide reports to compute monthly incentives payable to Channel Partners and SD team.
- Develop sales target setting templates

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- Prepare presentations on monthly performance for Zonal EHOD
- Provide region team with distribution partner and staff monthly performance reports
- Provide Financial region Cost review templates and Budget forecasts
- Tracking KPI's of all key new launches for a period of two months on a daily basis, to be measured and evaluated on a monthly basis.
- Preparation of the region projects & proposals business cases.
- Preparation of Weekly region reports, Dashboard and Management meeting presentations
- Budget Champion for region: Monitoring of Sales Capex & Opex and ensuring they are within approved budgets.

Manager region Project Routines & Disciplines

- Prepare business cases for new projects

Offer internal training whenever needed

Region Operations & Incentive Plans Management:

- Develop and monitor reward & recognition programs for Channel Partners & SD team; run Contest results and follow up to ensure that rewards get to the right winners.
- Computation of monthly Sales Incentives (SIP) and R&R as per HR policy, Validate with Revenue Assurance and ensure that such payments are done by HR.

Working closely with Geo-marketing team to review Territory & Regional boundaries, based on ROIs for Channel partners and other region infrastructure elements.

Business Process review

- Liaise with other departments on business reengineering processes relating to distribution team, back office and corporate segment

Core competencies, knowledge and experience

- Strong analytical skills and problem solving skills
- Excellent and effective communications skills, both orally and in writing
- Excellent level of knowledge of all products within a product family, Vodacom policies and practices. Excellent understanding of reporting and planning processes.
- Excellent, high level knowledge; complete understanding and wide application of technical principles, theories and concepts in the field of expertise and general knowledge of other related disciplines

Must have technical/professional qualifications:

- 2-5 years with University Degree in business or sales management; 1-3 years with Advanced Degree
- Able to work under high stress with short-term targets and objectives
- IT literacy with proficiency in Excel, and Powerpoint

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