

NEW VACANCY

Let's grow together, become our

CREDIT AND SAVINGS OFFICER.



Bachelor's degree in finance, Business Administration, Marketing, Technology, or related field.



1-3 years in Banking, Financial Services, or Digital Financial Services.



CORE RESPONSIBILITIES

- Manage the end-to-end lifecycle of Credit and Savings products, ensuring alignment with company goals and customer needs.
- Develop initiatives to drive product adoption, revenue growth, and maintain a competitive edge.
- Collaborate with cross-functional teams & partners to facilitate product discussions, checklist and launches.
- Ensure timely communication with partners regarding access renewals and daily operational activities.
- Ensure adherence to regulatory requirements and industry standards in product operations.
- Support automation of operational processes and streamline workflows for efficiency.
- Prepare performance reports, insights, and recommendations for management & partners.
- Design and execute promotional activities to boost product adoption and engagement

CORE COMPETENCIES

- Strong analytical skills and ability to convert data into actionable insights.
- Mature with a strong sense of ownership and highly self-motivated.
- Excellent communication and presentation skills, both verbal and written, with fluency in English & Swahili.
- Knowledge and experience of project management is an added advantage.

"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 **May 19, 2025**

APPLY HERE

NEW VACANCY

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MERCHANT ACQUISITIONS & RELATIONSHIP MANAGER.



Bachelor's degree in Business Administration, Economics, Marketing, Social Sciences, or a related field.



A minimum of 6 years of work experience in products management, sales, marketing, or related fields.



CORE RESPONSIBILITIES

- Implement and execute the merchant onboarding strategies, blending direct channels with partnership-driven approaches to achieve aggressive growth targets.
- Conduct market research to pinpoint untapped opportunities, expanding geographical coverage and tailoring acquisition efforts to high-potential regions and industries.
- Develop and roll out comprehensive training programs to equip merchants with the knowledge and tools to maximize the Lipa Kwa Simu platform's benefits, ensuring rapid adoption and operational success.
- Define and track critical KPIs to measure success of the various onboarding channels and guide strategic adjustments.
- Establish and nurture high-impact relationships with various merchant types across different market verticals to amplify acquisition efforts and unlock new merchant networks.
- Harness advanced analytics to assess campaign performance, refine tactics, and deliver actionable insights that enhance acquisition efficiency and effectiveness.

CORE COMPETENCIES

- Strong understanding of merchant payment business.
- Excellent planning, organizational and problem-solving skills.
- Excellent communication and interpersonal skills.
- Ability to manage field teams and maximize their output.
- Innovative and sound business mind.

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MERCHANT OPERATIONS OFFICER.



Bachelor's degree in business administration, Social Science, or a related field.



A minimum of three (3) years of work experience.



CORE RESPONSIBILITIES

- Ensure timely resolution of all merchant queries and complaints in accordance with agreed SLAs.
- Verify newly onboarded merchant KYC details within 24 hours of registration.
- Conduct periodic reviews of merchant product codification to ensure accurate query tracking and resolution.
- Provide onboarding and operational training to merchant on-ground teams across the country.
- Assess merchant needs, identify potential solutions, and collaborate with product owners to clarify and improve offerings.
- Strive to achieve the highest level of merchant satisfaction by ensuring effective operational resolutions that contribute to improved Net Promoter Score (NPS).
- Maintain an active knowledge base of all merchant products, as well as the qualifications required for each applicant.
- Assist the manager in preparing weekly reports on merchant operational performance, tracking adherence to SLAs and KPIs.

CORE COMPETENCIES

- Strong understanding of merchant business operations.
- Excellent planning, organizational and problem-solving abilities.
- Proficient in MS Office Suite, Particularly PowerPoint and Excel. especially PowerPoint and Excel.
- Excellent communication and interpersonal skills.
- Goal-oriented with a focus on achieving results.

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