



Position: Operations Generalist
Location: Malawi, Uganda, Zambia, 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 smartphones on a pay-to-own basis which makes these life changing products affordable to the majority of Africans. We sell through a network of smartphone shops by providing them access to technology, through a web-based platform we have developed called KulaSell. Our operation is lean because it uses exponential tech solutions, which allows us to efficiently meet the challenges of serving our customers with an affordable solution. We currently operate in Malawi, Uganda, Rwanda and Zambia. Here is where you come in...

Who We Are Looking For

You will join a new and growing operational team in **(Country/ Area)**. To succeed, you have to possess strong emotional intelligence, communication, entrepreneurial and problem solving skills. 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.

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, 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 are

- Fluent in English
- A go-getter, not shy at starting a conversation with agents and customers
- Able to build trust and relationships with various customers, merchants and your team
- Great communication skills to convince and speak to the right decision makers

- Commercial thinker with the ability to execute under pressure

Your Mission

- Calling customers to educate or encourage them to pay
- Supporting customers
- Recruiting, onboarding and training merchants
- Administrative tasks associated with setting up the business
- Build trust and create excitement amongst stakeholders
- Build Yellow's brand through various different channels
- Create a strong agent network and culture
- Communicate clearly back to your team members (in South Africa and all other operating markets)

Remuneration and benefits

- You will earn a competitive performance and task based salary
- Incredible growth path within the company
- A rare opportunity to make an impact in the world by working with a world class startup

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.