



1. JOB TITLE: Commercial Manager - MTMSL (Tigo Pesa)

Dar es Salaam Full time

End date to apply: 23/09/2022

JOB PURPOSE

You are responsible for revenue budget achievement, product development, portfolio management, pricing and segmentation as well as to provision of business analytics for the tigo pesa corporate business decisions.

OUR WAYS OF LEADING

We lead by Connecting, lead by Owning, lead by Delivering, lead by Change and lead by Vision. You will live our values of Trust, Passion, Simplicity, Integrity and Innovation.

CORE RESPONSIBILITIES

1. Achieve the allocated revenue target to be collected from Business Organizations each year
 - o Meet with various business organizations and plan specific initiatives to collect or disburse their funds through tigo pesa platform

- Create ways to raise awareness and ensure smooth transactions for all the connected business organizations
 - Analyse revenues and costs of operations of the connected business organizations
2. Manage the corporate product portfolio and new product development
- Manage the launch schedule of new products and integrations to Tigo Pesa platforms
 - Review and provide input in the development of propositions and business cases for up-to-date innovations in MFS
 - Design, develop and implement new products aimed at corporate clients.
 - Manage budget to deliver new products, products enhancement and features.
3. Perform commercial activities aimed at increasing tigo pesa Business revenues
- Establish and manage strategic alliances and partnerships with key stakeholders for the purpose of establishing new products
 - Ensure compliance with legal, banking and regulatory requirements on corporate business transactions.
 - Generate operational and business analysis reports according to requirement and as and when needed.
 - Working closely with Compliance and Internal Audit teams to ensure that adequate internal controls are maintained in the opening and closing of new and old accounts.
 - Organize corporate marketing strategies and provide support in the promotional events and patronages within corporate customers.
 - Ensure that all corporate customer information is entered accurately and in a timely fashion on to the required Tigo Pesa Systems
4. Portfolio Management
- Maintain the menus and reply messages sent to users for various business organizations
 - Oversee the modification of current services or addition of new services

- Oversee the testing of the menus and products from time to time
5. Customer Retention
- You achieve agreed retention targets within an existing corporate sector account portfolio.
 - You are the central point of contact for all Corporate Sector Account sales related issue within the customer portfolio and the conduit for customer communication for all other service-related situations

QUALIFICATIONS, COMPETENCES AND EXPERIENCE

- University degree, preferably in products management, marketing, communication, engineering and business administration.
- MBA or master preferably in marketing is an added advantage.
- Extensive senior marketing and managerial experience preferably in FMCG.
- Core knowledge about marketing-related subjects such as advertising, consumer behavior, marketing strategy, market research.
- A minimum of 4+ years of marketing, brand, business management or franchise management experience are required.
- Good knowledge in finance and very strong analytical skills.
- Ability to engage in effective and persuasive negotiations and strong interpersonal and communication skills.
- Ability to achieve results through others

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2. JOB TITLE: Head of Pricing, CVM and Business Analytics - MTMSL (Tigo Pesa)

Dar es Salaam Fulltime

End date to apply: 23/09/2022

JOB PURPOSE

You drive adoption, penetration and ARPU of customers across all segments, products and services to ensure MTMSL meets its targets by designing and implementing strategies and initiatives that will help the company meet its objectives

OUR WAYS OF LEADING

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CORE RESPONSIBILITIES

- Design Customer Value Management (CVM) strategic initiatives that will lead to customer base growth and optimal value extraction from all the existing and new segments in the business to meet the set targets.
- Manage customer life cycles to ensure growth in usage, value, ARPU and reduction of churn in each stage of the life cycle
- Design and implement the pricing strategy to ensure the company has optimal prices and commissions in the market with highest ROI
- Design and implement CVM strategic initiatives to grow the business footprints, network health and capillarity.
- Lead the analytics and reporting teams to ensure availability of proper visibility and timely delivery of key reports.
- Lead the Data Science team to apply scientific and statistical methods in extraction of insights, development of models, problem solving and analytics in general to ensure quality and competent approach towards various commercial and non-commercial initiatives

- Support the other teams with preparation of business cases for investment requirements, promotions and communication budget and any other business case requested by management and follow through to ensure there is return on investment
- Participate in designing and implementation of new products, new use cases, new propositions and ad-hoc initiatives when needed to extract value, grow or defend the segments of the business (customers, merchants, agents, corporates, etc.) and market share both in value and volume
- Any other task assigned by management

EDUCATIONAL QUALIFICATION

- Bachelor's Degree in Mathematics, Computer Science, Statistics, Economics, Actuarial Sciences, IT, Engineering or a related field
- Master's degree in any of the above is an added advantage

MINIMUM EXPERIENCE & ESSENTIAL KNOWLEDGE

- 5+ years' experience in a similar or any commercial role in the Telecom, Bank or Fintech sectors
- Understanding of mobile money products & services and how mobile money works in general
- Exceptional analytical, conceptual, and problem-solving abilities
- Ability to conceive or understand business ideas/concepts and translate them into business value
- Strong understanding of the organization's goals and objectives
- Proactive, organized and customer-oriented person with excellent communications skills

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