



WE'RE
HIRING!

Position: Software Developer
Reporting to: Business Manager
Duty Station: Dar es Salaam

Key Responsibilities:

- Design, develop, test, and deploy features for the platform (Magento) and mobile applications (React Native).
- Collaborate with cross-functional teams to translate business requirements into technical solutions.
- Maintain and enhance existing systems to ensure scalability, stability, and performance.
- Integrate APIs, third-party systems, and payment gateways for seamless functionality.
- Troubleshoot, debug, and resolve issues in both web and mobile environments.
- Maintain clean, secure, and maintainable code using version control tools like GitHub and Bitbucket.
- Document development processes, configurations, and updates for ongoing reference.

Qualifications & Experience:

- Bachelor's Degree in Computer Science, Software Engineering, or a related field.
- Minimum of 3 years' experience in software development, preferably in E-Commerce or Marketplace platforms.
- Proven experience in Magento, React Native, PHP, and NodeJS development.
- Familiar with Jira, GitHub, Bitbucket, and Zendesk for project management, collaboration, and issue tracking.
- Strong problem-solving skills with attention to scalability, security, and performance.
- Ability to work collaboratively with designers, product managers, and other developers.

Apply here: [Software Developer](#), before 30th October 2025

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WE'RE HIRING!

Position: Customer Support & Success Representative
Reporting to: Business Manager
Duty Station: Dar es Salaam

Key Responsibilities:

- Provide timely and professional support to merchants through email, chat, and phone.
- Assist merchants with onboarding, training, and platform navigation to ensure smooth adoption.
- Troubleshoot and resolve platform-related issues efficiently.
- Gather merchant feedback and collaborate with product and tech teams for continuous improvement.
- Maintain accurate records of interactions using CRM tools and track merchant success metrics.
- Educate merchants on best practices to maximize profitability and platform engagement.

Qualifications & Experience:

- Diploma or Bachelor's Degree in Business Administration, Communications, or related field.
- Minimum of 3 years' experience in customer service or merchant support, preferably in a B2B, E-Commerce, or Digital Platform environment.
- Experience using HubSpot CRM, Intercom, Zendesk, or Salesforce Service Cloud.
- Excellent communication, interpersonal, and problem-solving skills.
- Strong understanding of digital platforms and merchant operations.
- Customer-focused mindset with the ability to empathize and build trust with clients.

Apply here: [Customer Support & Success Representative](#),
before 30th October 2025

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WE'RE
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Position: Warehouse Officer
Reporting to: Operations Manager
Duty Station: Dar es Salaam

Key Responsibilities:

- Receive and inspect incoming shipments from manufacturers and ensure accuracy of deliveries.
- Store, organize, and maintain inventory following established procedures.
- Pick, pack, and prepare orders for merchant deliveries while ensuring timely dispatch.
- Manage outbound shipments to merchants and coordinate with logistics teams for efficient delivery.
- Handle returned products — inspect, restock, or dispose of items as per company policy.
- Maintain up-to-date inventory records and report discrepancies promptly.
- Ensure compliance with safety standards and maintain a clean, organized warehouse environment.

Qualifications & Experience:

- Diploma or Bachelor's Degree in Logistics, Supply Chain Management, Business Administration, or related field.
- Minimum of 3 years' experience in warehouse operations, inventory management, or logistics.
- Proficient in using digital inventory systems and tools such as Zoho Inventory, QuickBooks Commerce, Cin7, or Fishbowl.
- Strong attention to detail with excellent organizational and record-keeping skills.
- Ability to manage both inbound and outbound warehouse processes efficiently

Apply here: [Warehouse Officer](#), before 30th October 2025

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WE'RE
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Position: Operations Manager
Reporting to: Business Manager
Duty Station: Dar es Salaam

Key Responsibilities:

- Oversee warehouse and logistics operations to ensure efficient order fulfillment for merchants and customers.
- Manage inventory accuracy, product movement, and ensure timely dispatch and delivery.
- Develop and implement logistics strategies to optimize cost and delivery timelines.
- Coordinate with suppliers, transporters, and warehouse teams to maintain operational excellence.
- Enforce safety, compliance, and quality standards within warehouse and delivery operations.
- Monitor performance metrics and continuously improve processes to enhance efficiency.

Qualifications & Experience:

- Bachelor's Degree in Supply Chain Management, Logistics, Business Administration, or related field.
- Minimum of 3 years' experience in operations, logistics, or warehouse management.
- Proven experience managing e-commerce operations will be an added advantage.
- Hands-on experience using digital platforms and tools (CRM systems) such as Zoho CRM, SAP CX, HubSpot CRM, or Oracle CRM.
- Strong understanding of inventory management, logistics coordination, and order fulfillment processes.

Apply here: [Operations Manager](#), before 30th October 2025

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WE'RE HIRING!

Position: Field Sales Agent

Reporting to: Sales Lead

Duty Station: Dar es Salaam

Key Responsibilities:

- Identify and generate leads for potential merchants.
- Qualify prospects and conduct product/platform demonstrations.
- Negotiate and close deals to onboard merchants onto the platform.
- Maintain relationships with onboarded merchants to ensure consistent engagement and satisfaction.
- Meet and exceed sales targets through proactive field and digital outreach.
- Provide market feedback to improve product offerings and sales strategies.

Qualifications & Experience:

- Bachelor's Degree or Diploma in Marketing, Sales, Business Administration, or related field.
- Minimum of 3 years' experience in sales, merchant acquisition, or field marketing.
- Experience in E-Commerce will be an added advantage.
- Proven experience in Wakala or Duka systems.

Apply here: [Field Sales Agent](#), before 30th October 2025

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WE'RE HIRING!

Position: Sales Lead (Supervisor)
Reporting to: Business Manager
Duty Station: Dar es Salaam

Key Responsibilities:

- Lead and manage a sales team to achieve merchant acquisition and sales targets.
- Oversee lead generation, conversion, and onboarding of merchants to buy directly from brands/manufacturers.
- Monitor team performance using digital tools and CRM systems.
- Build and maintain strong relationships with merchants to ensure long-term partnerships.
- Develop and execute merchant acquisition strategies across multiple sectors.
- Collaborate with internal teams to improve sales processes and merchant engagement.

Qualifications & Experience:

- Bachelor's Degree in Business, Marketing, or related field.
- Minimum of 3 years' experience in sales or merchant management.
- Experience in E-Commerce will be an added advantage.
- Proven experience using CRM tools such as Zoho CRM, Salesforce, Pipedrive, or HubSpot CRM.
- Industry experience in FMCG, Telecoms (Merchants/Wakala side), E-Commerce, Ride Hailing, or Digital Banking.
- Strong leadership, communication, and analytical skills.

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