



# Job Description

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<b>Job Title</b> Operations Manager - Uganda	<b>Job Location</b> Kampala	<b>Category</b> -
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<b>Job Type</b> Full Time	<b>Job level</b> Manager	<b>Industry</b> Fintech
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**Open to Expatriates**  
Open to Expatriates & Local Nationals

## Minimum Requirements

<b>Min Budget</b> -	<b>Max Budget</b> -	<b>Primary Industry</b> Fintech: 5 Years
<b>Secondary Industry</b> -	<b>Primary Category</b> -	<b>Secondary Category</b> -
<b>Certificate</b> -	<b>Qualification</b> -	

## Summary

Operations Manager who will be responsible for overseeing and optimizing end-to-end operational processes for device financing products, particularly mobile phone financing. The role ensures efficient onboarding, smooth device distribution, high-quality customer service, strong portfolio performance, and compliance with company policies and regulatory requirements.

## Responsibilities

### Operations & Process Management

- Manage daily operations across device financing activities, including customer onboarding, device allocation, activations, and repayments.
- Design, implement, and improve operational workflows and SOPs.
- Ensure accurate processing of applications, approvals, and disbursements.
- Monitor turnaround times (TAT) and service quality metrics.

### Dealer & Field Operations

- Coordinate with Sales and Dealer teams to ensure smooth device distribution and activations.
- Manage dealer onboarding, training coordination, and operational compliance.
- Resolve dealer operational issues and escalations.

### Portfolio & Performance Management

- Work closely with Credit, Risk, and Collections teams to maintain healthy portfolio quality.
- Monitor early delinquency, repayments, and operational errors.
- Implement corrective operational actions to reduce fraud, losses, and leakages.

### Team Leadership & Supervision

- Lead and manage operations supervisors, officers, and support staff.

- Set team KPIs, conduct performance reviews, and identify training needs.
- Ensure adequate staffing and productivity across operations functions.

### **Systems & Data Management**

- Oversee the use of core lending systems, dealer management systems, and CRM tools.
- Ensure data accuracy, reporting integrity, and system compliance.
- Collaborate with IT and Product teams to enhance system efficiency and automation.

### **Compliance & Risk Control**

- Ensure adherence to internal policies, KYC, AML, and consumer protection guidelines.
- Support audits, regulatory inspections, and internal control reviews.
- Enforce strong controls to prevent operational fraud and misuse.

### **Reporting & Stakeholder Management**

- Prepare operational reports, dashboards, and performance summaries.
- Provide insights and recommendations to senior management.
- Support cross-functional initiatives and new product rollouts.

### **Key Performance Indicators (KPIs)**

- Operational turnaround time (TAT)
- Portfolio quality and early delinquency rates
- Operational error and fraud rates
- Dealer operational compliance
- Team productivity and efficiency

### **Education & Qualifications**

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- Bachelor's degree in Business Administration, Operations Management, Finance, or a related field.

### **Requirements**

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- Minimum 5–8 years' experience in operations, with at least 3 years in device financing, asset financing, or fintech.
- Proven experience managing dealer-based and field-heavy operations.
- Strong understanding of device financing models and repayment mechanisms.

### **Preferred Experience:**

- Experience in mobile phone device financing
- Experience in fintech or digital lending environments.
- Exposure to East African markets.
- Experience working with large dealer and agent networks.

### **Characteristics**

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- Strong operational planning and execution skills
- Leadership and people management
- Process improvement and problem-solving ability
- Data analysis and reporting skills
- Excellent communication and stakeholder management

### **Reporting To**

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Head of Operation

### **Driving Licence**

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Not Required

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