



Job Description

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

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Fintech: 5 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

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

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

Requirements

- 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

- 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

Head of Operation

Driving Licence

Not Required

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