



VACANCY – SALES OFFICER

➤ KARUSI

A. Key Responsibilities

1. CHANNEL MANAGEMENT & CUSTOMER CARE: TO ENSURE THAT THERE IS SUFFICIENT SPREAD OF AGENTS WITHIN THEIR TERRITORY TO ADDRESS THE NEEDS OF THE CUSTOMERS.

- Ensures and maintains excellence in front-line coverage to greet and assist walk-in customers and cover the phones.
- Serve customers in registration to use Eco Cash, updating current accounts and closing accounts including but not limited to responding to customer queries.
- Research and resolve customer problems, acting as the customer liaison between other partners like banks, post office etc when necessary.
- Evaluate customer requests for service charge refunds and process necessary paperwork to refund customer service charges as necessary.
- Facilitate SIM registration, rollovers, transfers, distributions, and account closing etc
- Analyzes trends, suggests changes to be made in Business Plans, Monitors Team Leaders and Brand Ambassadors and ensures that they achieve their Daily, Weekly and Monthly targets
- Contribute to the fulfillment of department and company objectives and goals in line with the business plan to drive subscriber penetration, revenue growth and brand leadership in the regions
- Makes field visits on a regular basis to monitor the Channel Partners and to foresee any problems faced by Customers. Bulk payment initiatives are also supervised from time to time.

B. Education

- University degree in Business Studies, Finance, Administration, Telecommunications, or related field.
- A Master Degree would be an added advantage
- Intermediate knowledge of business finance principles is essential;
- Professional training/certification in customer care, sales, marketing (e.g. CSMP, CIM)

C. Experience

- Bachelor's Degree in Business Management or related field;
- At least 2 years post-graduation work experience preferably in finance



- Work experience in managing multiple business projects from start to finish that are running simultaneously, and are of 6-12 month duration. These are projects which have an impact across the company; have impact on customers and have impact on revenue generation capability of the organization;
- Good understanding of financial principles, financial ratios, can interpret standard financial statements;
- Good understanding of the Burundi market, subscriber preferences and subscriber trends

Please apply via email to: careers@econet.bi or bring your application to HR department, clearly indicating the position being applied for in the subject area. Closing date for all applications is Monday, 8th December 2025 at 5PM.

Please note only short listed applicants will be responded to.