

Position: Customer Care Specialist

Location: Kigali (Rwanda)

Reports to: Senior Customer Experience Team Lead

Expected Start Date: May 1, 2026

Apply by: April 10, 2026

About Numida:

There are 20 million micro and small businesses (MSBs) across Africa and traditional financial services are failing them.

Numida's vision is to enable 1 million African small business owners to achieve their dreams by 2030. To achieve this we are executing our mission of building financial products to catalyze meaningful change for ambitious African small business owners and their communities.

We build digital financial services to enable ambitious small business owners in Africa to realise their potential, enabling them to comfortably support their families and grow their communities. We started by building the best working capital loan product in the market, available to financially excluded small businesses. That means instead of borrowing from unregulated informal lenders or family or friends, business owners apply via the Numida app in minutes, and receive capital within a day.

Since 2021 we've provided more than \$120 million in working capital to 110k+ businesses in East Africa, and we are excited to do more to serve this \$5 billion market. We are Uganda's first and only YC-backed startup and are also backed by world class investors such as Serena Ventures, Onafriq, Breega, and 4Di Capital.

In 2025, Numida was recognized by the Financial Times as the 17th fastest growing company in Africa, and by the World Economic Forum and as a Technology Pioneer. Find out more at <https://numida.com>.

About the role:

Numida is seeking a Customer Care Specialist who will be responsible for Numida's first impression with people who are still contemplating Numida's services. The ideal candidate is someone who is confident and quickly answers inbound customer care requests in order to assist more interested eligible small businesses to successfully become Numida clients.

Responsibilities:

- Review and respond to all incoming customer care requests through our various channels – in app chat, WhatsApp, toll-free phone line and Facebook messenger.
- Resolve core issues of customers and ensure high satisfaction after every interaction.
- Effectively support both prospective and existing Numida clients with any technical challenges using our app.
- Escalate customer care requests to the respective department on Slack, or other relevant internal communications channels.
- Communicate feedback to management about any issues that arise and any potential opportunities for improving Numida's products and services based on feedback received through our customer care channels.
- Collaborate with the Product and Credit teams and participate in various experiments that aim to improve the quality and efficiency of our service.
- Assist with other tasks as required by management.

Job Requirements:

- University Degree in any field
- 2+ years of work experience in either a Customer Care function or in a Credit Institution. Experience working in a Call Center is a strong asset.
- Knowledge about and practical experience with the pillars of great customer care
- Strong interpersonal and communication skills
- Experience working with computers. Relatively high typing speeds are an asset
- Good critical-thinking and problem solving skills

- A great communicator who speaks and writes in a clear, thorough and timely manner using a professional standard of English and Kinyarwanda

Personal Attributes:

- A believer in small business growth in sub-Saharan Africa.
- An organized and detail-oriented doer, who enjoys working through checklists and conducting evaluations (as long as you have a clear correction key)
- A self-driven, results-oriented high achiever ready to work hard and smart to meet and exceed targets
- A team player with the humility to ask for help when needed and relies on feedback to rapidly iterate on your work

Why Join Numida:

At Numida, you're not just joining a fintech company - you're joining a movement to transform financial services for millions of small business owners across Africa. We are values-driven and foster a culture of innovation, inclusivity, and continuous learning in service of our vision and mission. You'll receive competitive compensation, a flexible hybrid and collaborative work environment, equity and professional development opportunities.

If you are passionate about this role we encourage you to [apply here](https://forms.gle/hgceU5dzNLQyjqFy7)
<https://forms.gle/hgceU5dzNLQyjqFy7>