



RELIABLE • TRUSTED • NATIONWIDE

We are Hiring.

Operations & Customer Experience Assistant (Bulawayo Office)



**Great
Team**



**Fast
Growth**



**Performance
Rewards**

APPLY NOW →

Send your CV, a short written intro and
a 2 minute video to

careers@magnet.co.zw



Harare, Zimbabwe

Club Chambers, 11th Floor East Wing
Corner Nelson Mandela and 3rd Street

Bulawayo, Zimbabwe

Zimdef Building (Bulawayo)
Office 203, 2nd Floor, 8th Avenue & Fort Street

magnet.co.zw

THE ROLE

Operations & Customer Experience Assistant

Be the voice of Magnet. This is the person customers reach when they want to buy, when they are waiting on an order, and when something needs fixing.

ABOUT MAGNET

Magnet is a Zimbabwean tech company operating an online marketplace built on speed, trust and convenience. We sell across a wide and growing range of categories, we have offices in Harare and Bulawayo, and we deliver nationwide.

LOCATION
Bulawayo,
Zimbabwe**EMPLOYMENT**
Full-Time**LEVEL**
Entry Level**START**
As soon as
possible**FOCUS**
Customer experience and end to
end order operations

YOUR ROLES

Answer every customer quickly and professionally. Keep records clean enough that anyone can pick up where you left off. Manage tasks to do with operations and order fulfilments.

WHAT YOU WILL DO

Where you make an **impact**

Customer Conversations

- Respond to calls, website chats and WhatsApp inquiries
- Answer quickly, politely and in clear Ndebele, English occasionally in Shona
- Help customers choose and buy with confidence
- Route complex or high value orders to the right person

Records & Accuracy

- Keep order records and tracking systems accurate
- Log payments and customer details without errors
- Leave notes the next person can act on
- Protect customer information at all times

Order Operations

- Process and track customer orders end to end
- Update customers on status and delivery timelines
- Follow up on pending orders and outstanding payments
- Assist customers in anything they wish to do on Magnet

Customer Experience

- Hold the same standard on every channel
- Respond to enquiries and assist customers as much as possible
- Carry customer feedback back to the team

A DAY IN THE ROLE

MORNING

Clear overnight messages, confirm new orders, chase payments that came in late.

MIDDAY

Serve live customers, update deliveries, keep the tracker current.

END OF DAY

Close open loops, hand over anything unresolved, leave clean notes.

YOU WILL WORK ACROSS TEAMS

Sales • Customer Service • Marketing • Procurement

• Delivery & Fulfilment • Finance

CANDIDATE PROFILE

What we are looking for

WHAT MATTERS MOST

This is an entry level role. You do not need years of experience. You need to be accurate, quick to learn and honest.

- Fluent written and spoken English, minimum O Level Grade B
- Computer literate: systems, Google Sheets and email
- Fast, accurate typing and quick replies under load
- Based in Bulawayo or nearby, available full time

PREFERRED BACKGROUND

A qualification or short course in business, marketing, communications, IT or a related field is a plus. Retail, telesales, call centre or online selling experience is an advantage.

Capability matters most. Attitude, accuracy and follow through beat a perfect CV.

COMFORTABLE WORKING WITH

Excel

Google Sheets

Email & Calls

Order Dashboards

Social Media

AI Tools

THE QUALITIES THAT MATTER

Accurate & Organised

- High accuracy in every task and message
- Handle many orders at the same time
- Close every loop you open

Calm Under Pressure

- Meet deadlines on the busiest days
- Stay professional when a customer is upset
- Ask for help early rather than late

Honest & Accountable

- Trustworthy with customer info and payments
- Own a mistake and fix it fast
- Zero tolerance for dishonesty or negligence

Customer Obsessed

- Enjoy solving problems for real people
- Communicate clearly, politely, confidently
- Follow through until it is actually done

Build with us. **Grow with us.**

READY TO APPLY?

- 1 Prepare your updated CV
- 2 Write a short intro: who you are and why you fit. Very Brief
- 3 Record a 2 minute video introducing yourself
- 4 Send all three to careers@magnet.co.zw

Subject: Operations & Customer Experience Assistant

Shortlisted candidates are chosen from the written application and the video.

careers@magnet.co.zw

A large, stylized version of the Magnet logo in green, set against a dark blue background.

🔍 www.magnet.co.zw ✕

