BizBook
FIELDHEALTH AFRICA

JOB ADVERT · BB-02 MERCHANT SUPPORT OFFICER

Merchant Support Officer

Be the person every BizBook merchant can reach when they are stuck, and turn what they tell you into a better app.

POSITIONS	LOCATION	TYPE	REPORTS TO	STARTS
1	Buea office, Molyko	Part time, then full time	Managing Director	When the seed round closes

About BizBook

BizBook is a point of sale, inventory and invoicing app for small merchants in Cameroon and across Africa. It runs entirely on the phone with no internet connection, prints receipts over Bluetooth, records mobile money properly, reads supplier invoices with AI and hides the owner's margins from staff. It was built first for a pharmacy in Mamfe and now serves six kinds of business. It is live on Google Play in ten languages, with 2,810 installs and eleven merchant reviews averaging 4.9 stars.

BizBook is made by FieldHealth Africa, the trading name of Bery Health & Supplies SARL, registered in Buea. We are a small team, and every person we hire will see directly what their work changes.

About the role

Merchants find BizBook through our advertising and install it on their own. Many then have a question and nobody to ask. You answer those questions, quickly and kindly, on WhatsApp, by phone and by email. You also reach out to merchants who installed but never started, and walk them through their first sale.

This role has a direct effect on the company. How fast and how well we reply decides our Play Store rating, and the rating decides how many new merchants trust us enough to install.

What you will do

Answering merchants

- Reply to merchant messages on WhatsApp, phone and email within the working day.
- Reply to every Google Play review within 24 hours.
- Solve problems yourself wherever you can; escalate the rest with clear notes.

Helping new merchants start

- Call merchants who installed but have not recorded a sale, and guide them through their first one.
- Run the welcome email series that teaches set-up step by step, and watch which steps people stall on.
- Keep the user guide and short how-to videos current in English and French.

Improving the product

- Log every issue and separate bugs from questions.
- Give the developer clear steps to reproduce each bug.
- Send a short weekly summary: top five questions, top five problems, and what merchants are asking for.

WHAT THE WORK LOOKS LIKE

Mornings are for messages and reviews that came in overnight. Late morning and afternoon are for outreach calls to new merchants who have not started. Friday afternoon is for the weekly summary and updating the guides. When the field team is busy you may join them for a day to see merchants face to face.

What you need

Essential

- Good written and spoken English and French
- At least one year in customer service, a call centre, mobile money agency or retail
- Very comfortable with Android phones
- Calm and polite with frustrated people
- Organised: nothing gets forgotten

Nice to have

- Pidgin
- Experience working in a pharmacy or small shop
- Experience with email tools, help-desk tools or spreadsheets
- Basic video recording and editing on a phone

What we offer

- Pay set for the Cameroonian market and discussed openly at interview
- Training on the product and the way we work before you start
- A written contract, paid on time, every month
- Direct access to the founder and the rest of the team
- A company that is growing, with room to take on more as it does
- A move from part time to full time after three months

Pay is discussed at interview and stated in writing in every offer.

YOUR FIRST 90 DAYS

By day 30 you answer most questions without help and every review gets a reply. By day 60 you are calling new merchants daily and tracking how many go on to record a sale. By day 90 the weekly summary is shaping what the developer builds next.

How to apply

WHAT TO SEND	WHERE AND WHEN
Your CV, and a written reply, in English and in French, to this merchant message: "I paid by MoMo but the app still says pending."	Email careers@fieldhealthafrica.org with the subject line "BB-02 Merchant Support Officer". Closing date: Saturday 10 October 2026. We interview as applications arrive, so selection may close earlier. Apply early.

What happens next

1. We review applications as they arrive and invite shortlisted candidates to interview straight away. Everyone hears back, at the latest within two weeks of 10 October.
2. A conversation with the Managing Director.
3. A practical exercise: three real support scenarios, answered in writing and by phone.
4. A written offer stating the start date and the condition that the seed round has closed.

We welcome applications from women, from candidates outside the big cities, and from people who have run a shop themselves. We never ask candidates to pay anything at any stage. If anyone does, it is not us.

Run your whole business from one phone. Even offline.

Bery Health & Supplies SARL · RC/BUA/2026/B/0220 · Molyko, Buea, South West Region