



ADVERTISEMENT FOR VACANT JOBS

The Microfinance Support Centre Limited (MSC) was incorporated in 2001 as a company limited by guarantee, as part of GOU's effort to promote access to affordable financial services for increased employment and wealth. The company offers affordable finance through its network of 13 regional offices spread throughout the country as well as through its networks of over 160 Agency SACCOs. It gives priority financing to enterprises in the agricultural value chain namely: production, value addition and marketing. Besides credit, MSC provides capacity building to its clients including SACCOs, Groups and Cooperative Unions to enable them to enhance their sustainably.

Following the process of corporate renewal that the Company is undertaking, MSC seeks to recruit suitably qualified and highly skilled persons with integrity, energy and a strong passion to create wealth and have a real impact on the lives of active poor Ugandans. MSC, therefore, wishes to fill the following vacant position(s) in its establishment.

Position: Relationship Assistant
Reports To: Zonal Manager

Purpose:

Provision of customer care services, administrative & logistical support to the Zone

Key Result Areas:

1. Promote/create awareness of the MSC brand of products & services within the Zonal Office
2. Well-maintained and managed Zonal registry
3. Provision of administrative and logistical support to the office.
4. Maintain quality client service and customer relationships to enhance the MSC brand

Key Accountabilities /Key Tasks:

1. Manage front office, receive, attend to and direct visitors by providing superior customer service, follow up customer visits, and help customers understand MSC's products and services.
2. Assist in guiding clients through the credit application process following the required standards, support them to apply sound practices in their institutions and also in resolving customer issues related to eligibility for MSC products and services
3. Participate in the promotion and dissemination of relevant information, procedures and guidelines about the Company to different stakeholders.
4. Organize and screen correspondences and reports and forward them to action officers, maintain a tracking system for easy follow-up.
5. Maintain and update the office filing system for incoming and outgoing mail including accounting records.
6. Process correspondences of documents and reports, as required.
7. Support the implementation of Zonal work plan activities and provide reminders where necessary to the Zonal team.
8. Participate in the process of loan recovery at the zonal office by sorting out due cheques for the month, depositing cheques for the day, and calling clients whose loan instalments are due.



9. Put customer documents together for purposes of preliminary loan appraisals and submit them to the supervisor (Relationship Officer/Zonal Manager) for further vetting.
10. Perform any other duties as may be assigned by the supervisor.

Qualifications and Experience:

- A minimum of a Diploma in any of the following fields; Business Administration, Commerce, Development Finance, Education, or any other related discipline from a recognized University / Institution.
- Possession of work experience in business development services, sales, marketing customer service, products and services management as well as training or capacity development services will be an added advantage
- Two (02) years of progressive working experience in business development services, institutional capacity development management or related field working with a reputable organization.
- Possession of relevant computer skills is a must

Competencies/Person Specifications:

- Ability to work and engage with low-income communities in both rural and urban settings
- Ability to demonstrate excellent managerial skills.
- Ability to demonstrate a good understanding of Microfinance/financial institution management.
- Ability to demonstrate analytical skills, clear decision-making ability, and highest standards of integrity.
- Ability to demonstrate objectivity and impartiality, accept responsibility and accountability and ability to work under pressure with tight deadlines.
- Ability to collaborate with different stakeholders.
- Ability to initiate and manage change.
- Ability to influence others.

Candidates with the requisite qualifications and experience should send their applications with detailed Curriculum Vitae together with copies of certified academic certificates with at least 3 referees in properly sealed envelopes to the address given below clearly stating the job title applied for on the top right-hand corner, to be received no later than **15th March 2024 at 05:00 pm**. Applicants are encouraged to submit their job applications earlier before the closing date. Shortlisted candidates will be informed of the status of their applications by March 25, 2024.

Job Applications should be addressed to:

The Recruitment Specialist
The Microfinance Support Centre Limited,
Plot 32, Nakasero Road
P.O. Box 33711 KAMPALA

At the point of submission of the job application, applicants will be required to fill out a Job Application Summary Form. MSC is an equal opportunity employer and is open to a transparent



recruitment process. Any form of lobbying /canvassing for support will lead to the automatic disqualification of the concerned candidate. Submission of falsified academic documents and/ or false information regarding their experience and qualifications will lead to automatic disqualification and possible prosecution.