



## 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 Officer  
**Reports To:** Zonal Manager

### **Purpose:**

To engage MSC clients at a zone level to enhance the client-MSC relationships; offer support/guidance to stakeholders, market, source, and serve the clients & Partner Institutions to access & grow MSC products and services

### **Key Result Areas:**

1. Manage and grow a quality portfolio of clients in the zone through effective relationship-building
2. Address client's financial goals and needs by providing suitable financial solutions (credit and grant) and technical assistance
3. Maintain quality client service and customer relationships to enhance the MSC brand in the Zone.

### **Key Accountabilities /Key Tasks:**

1. Mobilize potential clients and promote MSC's business in the region
2. Identify potential customers with viable businesses within MSC's target market
3. Provide superior customer service, follow up customer visits, and help customers understand MSC's products and services
4. Carry out clients' training and orientation in MSC's methodologies and operations to prepare them to access MSC products and services
5. Carry out project appraisals, loan and grant assessments and make recommendations to Management
6. Provide capacity building in records management, governance, group dynamics, financial management, product development, resource mobilization, credit management and internal controls among others to grantees like Emyooga beneficiaries.
7. Assisting customers to complete pre-disbursement documents -loan agreements, guarantees, etc and to meet pre-disbursement obligations and carry out immediate post-disbursement visits within 60 days after loan disbursement.



8. Continuous monitoring and supervision of loan utilisation and impact of loans and providing regular feedback to management.
9. Be responsible for the value and quality of the portfolio outstanding with clients.
10. Organising and facilitating training and awareness seminars on matters of interest to credit and grant beneficiaries.
11. Execute loan recovery strategies for the zone.
12. Producing periodic work plans and budgets with clear deliverables
13. Perform any other duties as may be assigned by the supervisor.

#### **Qualifications and Experience:**

- Honours degree in any of the following fields; Business Administration, Economics, Statistics, Commerce, Development Finance Education, or any other related discipline from a recognized University / Institution.
- Possession of relevant professional qualifications in a relevant field will be an added advantage  
Two (02) years of progressive working experience in the financial services sector in a reputable organization.
- Knowledge and experience in lending, credit and risk management including pre-loan eligibility requirements, client screening, collateral, product design, loan approval processes, repayment terms, delinquency and default management.
- An excellent understanding of community development and poverty issues
- 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 **15<sup>th</sup> 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 Microfinance Support Centre Ltd, Plot 32, Nakasero Road, Kampala, P. O. Box 33711 Kampala, Uganda  
Tel: 031 241 5661/031 226 4934/031 241 5676, Tollfree: 0800 201010, Web: <https://www.msc.co.ug>, Email:  
[msc@msc.co.ug](mailto:msc@msc.co.ug) X: [@MSCUganda](https://www.instagram.com/MSCUganda)*



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.