



The Microfinance Support Centre Ltd
Plot 32, Nakasero Road, Kampala
P. O. Box 33711 Kampala, Uganda
Tel: 041-4233 665/ 031- 263 779, Fax: 041-4233 673
Email: msc@msc.co.ug

ADVERTISEMENT FOR VACANT JOB

Position: Relationship Assistant

Reports to: Zonal Manager

Purpose:

To support superiors in handling client services and administrative & logistical support at a Zone level to foster growth & sustainability of MSC products & services amongst the clients.

Key Result Areas:

1. Ensure Records kept in a secure and easy-to-retrieve manner
2. Ensure meetings properly coordinated
3. Manage Client office correspondences to and from the Zone to Head Office
4. Maintain Quality client service & customer relationships that enhance the MSC brand in the Zone.
5. Quality of professional handling of the front office at the zone level

Key tasks:

1. Manage front office, receive, attend to and direct visitors
2. Organize and screen correspondences and reports, forward them to action officers, and maintain a tracking system for easy follow-up.
3. Maintain & update filing system (incoming and outgoing) mail and accounting records.
4. Process correspondences of documents and reports, as required.
5. Support the implementation of Zonal work plan activities and provide reminders where necessary to the Zonal team.
6. Mobilize potential clients & promote MSC's business at the zonal level
7. Provide superior customer service - follow-up customer visits, enable clients to understand MSC's products and services.
8. Proactively implement MSC's services and products according to MSC policies & guidelines.
9. Help to promote awareness of MSC brand products & services within the Zone
10. Put customer documents together for preliminary loan appraisals and submit them to the supervisor's Relationship Officer / Zonal Managers for further vetting.
11. Participate in promoting and disseminating relevant information, procedures and guidelines about the Company to different stakeholders.
12. Supervise clients to abide by the agreed loan terms in the contract.
13. Perform any other duties as may be assigned by the supervisor.

Qualifications and experience:

1. Diploma in the following fields; Business Administration, Commerce, Development Finance, Education, and Banking or any other related discipline from a recognized University / Institution.
2. An added advantage is an honors degree in related fields, i.e. Business Administration, Commerce, Development Finance, Education, and Banking or any other related discipline from a recognized University / Institution.
3. 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 added advantage

4. Two (02) years of progressive working experience in business development services, institutional capacity development management or related field working with a reputable organization.
5. Possession of relevant computer skills is a must

Competencies/Person Specifications:

1. Ability to demonstrate excellent managerial skills.
2. Ability to demonstrate a good understanding of Microfinance / financial institution management.
3. Ability to demonstrate analytical skills, apparent decision-making ability, and the highest standards of integrity.
4. Ability to demonstrate objectivity and impartiality, accepts responsibility and accountability, and ability to work under pressure with tight deadlines.
5. Ability to collaborate with different stakeholders.
6. Ability to initiate and manage change
7. Ability to influence others.

Candidates with the requisite qualifications should send their application 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 corner to be received not later than 18th February 2026. Shortlisted candidates will be informed of the status of their applications by **4th March 2026**.

Job Applications should be addressed

to:

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

MSC is an equal opportunity employer and is open to transparent recruitment processes. Any form of lobbying /canvassing for support will lead to 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.

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Tel: 031 241 5661/ 031 226 4934/031 241 5676, Tollfree: 0800 201010, Web:

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