



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
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Position: Zonal Manager
Reports To: Regional Manager

Purpose:

- Rolls out MSC Products and Services to prospective clients within the Zones
- Builds clients and institutional capacity within the designated zones to access and absorb MSC Products and Services.
- Maintain sound relationships and offer support/guidance to all stakeholders within the designated zones to market, source clients and institutions to access and grow MSC Credit & Investment Business Facilities in the field.

Key Result Areas:

1. Promote and maintain customer service relationships in the Zone by attracting, retaining and ensuring client loyalty to MSC
2. Drive business growth and development of MSC's Products (Credit, Investment, grants, demonstration projects, grants) and Services in the Zone/ Region.
3. Monitor business portfolio to avoid non-performing assets/investments within the Zone
4. Promote/create awareness of MSC brand of products & services within the Zone
5. Complies with MSC workflow processes and procedures in sourcing clients and business cases seeking MSC offerings in the market.

Key Accountabilities /Key Tasks:

- Drives the business growth and development of MSC's Products (Credit, Investment, grants, demonstration projects and grants) and Services within the zone to grow business volume/portfolio both in quantitative & qualitative terms in the respective zones.
- Disseminate information and analyse market prospects, trends, risks and opportunities in the Zone to maximize & leverage MSC brand presence.
- Creates, promotes and maintains the highest client service standards/relationships within the zone to both existing and newly attracted businesses/customers to ensure retention and loyalty to MSC products and services.
- Analyse the performance of the zonal client portfolio (credit and grants) and report to the immediate supervisor.
- Establish within the zone an effective Sales Information System/database of clients and competitors.
- Provides capacity building services, engages and negotiates with clients seeking MSC products and services and ensures client's compliance with MSC policies and procedures
- Prepares periodic work plans, budgets and status reports on the Zone performance reports and submits them to Regional Managers/management.
- Identify the various operational risks of the respective zones and provide mitigation measures.
- Manage the performance and development of Zonal office staff and support them to meet the set targets.
- Monitor the zonal business credit and grant portfolio within agreed risk parameters at all times to ensure quality assets/investments.
- Constantly explore and enhance MSC's brand within the zone to attract the target markets to access MSC products and services.
- Translates MSC strategy into processes that nature and sustain new business relationships within the zone to grow & spread MSC products and services in the market

- Undertake to conduct sales research on competitors, analyse current and future services within the zone
- Review clients/institutional appraisal reports within the zone and provide technical advice to facilitate eventual approval and disbursement.
- Recover the loans disbursed in the respective zones.

Qualifications and Experience:

- Honours degree in any of the following fields; Business Administration or related business field from a recognized University / Institution.
- Master's degree in Economics, Commerce, Microfinance, Business Administration or any other related field from a recognized University / Institution is an added advantage.
- Certification in relevant fields will be an added advantage
- Possession of relevant professional qualifications in development finance will be an added advantage
- Proven experience in delivering development programs
- Six (06) years of progressive working experience in the financial services sector • Possession of relevant computer skills is a must.

Competencies/Person Specifications:

- 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 & impartiality with concern for accountability & achieve results.
- Ability to work under pressure with tight deadlines.
- Ability to build and manage diverse teams.
- Ability to identify problems, obstacles & opportunities, initiate action or make recommendations.
- Ability to further the development of others
- Ability to generate new ideas, develop creative approaches anticipate and lead change.

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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