



KUSCCO LTD.
Kenya Union of Savings & Credit Co-operatives Ltd.

The SACCO Family Union

CAREER OPPORTUNITY

*JOIN THE TEAM OF ONE OF OUR
AFFILIATE SACCOS IN MOMBASA*

AVAILABLE POSITIONS

- CUSTOMER RELATIONSHIP OFFICER
- ICT ASSISTANT OFFICER

For more Information



0111027203 / 0111027200



www.kuscco.com



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KEY RESPONSIBILITIES OF THE CUSTOMER RELATIONSHIP OFFICER

This role is crucial for maintaining and growing the SACCO's membership and ensuring high levels of member satisfaction.

Member Engagement & Growth

- Support SACCO marketing and recruit new members through research and business development.
- Promote SACCO products and secure new business via client relationships.
- Identify and leverage market sales opportunities.

Customer Service & Relationship Management

- Maintain smooth customer experiences by handling inquiries and complaints.
- Gather feedback to improve offerings and inform on SACCO services.
- Conduct exit interviews for retention insights.

Marketing & Digital Platforms

- Assist in organizing promotional events, member outreach programs, and product activations.
- Develop marketing materials and coordinate with suppliers and vendors as needed.
- Contribute to the management of the SACCO's digital platforms (social media, website, etc.).

Compliance & Reporting

- Ensure adherence to SACCO policies and procedures.
- Maintain accurate records of member interactions and sales activities.
- Perform any other duties as assigned from time to time.



Qualifications and Experience for Customer Relationship Officer

ACADEMIC QUALIFICATION:

Diploma or Bachelor's Degree in a business-related field such as Public Relations, Business Management, Marketing, or Cooperative Management.

EXPERIENCE:

A minimum of two (2) years of relevant working experience in a similar role within a financial institution, preferably a Deposit-Taking SACCO or bank. Experience with CRM systems is highly desirable.

SKILLS & COMPETENCIES:

- *Computer literacy with good knowledge of MS Office and digital communication tools.*
- *Strong interpersonal and communication skills (verbal and written).*
- *Excellent organizational skills and ability to manage multiple tasks.*
- *Ability to work independently with minimal supervision.*
- *High levels of integrity and ethical behavior.*
- *Customer-centric mindset with a passion for service excellence.*
- *Problem-solving skills and attention to detail.*
- *Proactive and self-driven.*

KEY RESPONSIBILITIES OF THE ICT ASSISTANT OFFICER

This role is critical for ensuring the smooth operation, security, and efficiency of the SACCO's technological infrastructure.

ICT Infrastructure & Support

- Support and maintain the SACCO's ICT infrastructure for operations and security.
- Provide efficient ICT support, including hardware maintenance and software troubleshooting.
- Manage an accurate ICT Asset Register and ensure data/system backups.

System Management & Security

- Familiarity with SACCO core banking systems is required.
- Implement and monitor security measures for sensitive data and manage user access.
- Support ICT policy development and ensure business continuity and disaster management.

User Training & System Optimization

- Conduct user training on the SACCO's systems for efficient use.
- Assist departments in generating reports from these systems.
- Advise on acquiring new hardware and software to optimize ICT resources.

Collaboration & General Duties

- Liaise with ICT suppliers and support providers.
- Coordinate ICT project formulation and implementation.
- Manage the SACCO's main email, responding to member mail within set timelines.



Qualifications and Experience for ICT Assistant Officer

ACADEMIC QUALIFICATION:

Diploma or Bachelor's Degree in Computer Science, Information Technology, or a closely related field.

EXPERIENCE:

A minimum of two (2) years of relevant working experience in an ICT support role within a financial institution, preferably a Deposit-Taking SACCO.

SKILLS & COMPETENCIES:

- *Proficiency in computer hardware maintenance, software troubleshooting, and basic networking.*
- *Familiarity with SACCO core banking systems and data security practices.*
- *Computer literate with good knowledge of MS Office and digital communication tools.*
- *Strong problem-analysis and troubleshooting skills.*
- *Ability to work independently, maintain confidentiality, and manage multiple tasks.*
- *Excellent interpersonal and communication skills.*
- *High levels of integrity and ethical behavior.*
- *Attention to detail and strong organizational skills.*



We wish you the very best during the application and CV screening process.

Please make sure to fill out the application forms:

<https://shorturl.at/8S6lQ>

Kindly send a copy of your CV to hr.temp@kuscco.com.

Only the shortlisted candidates will be contacted.

Good luck!



Scan to share a copy of your CV to
hr.temp@kuscco.com

