

RECRUITMENT NOTICE N° .04./05/2024

MUGANGA SACCO is a Savings and Credit Cooperative for Health sector staff in Rwanda headquartered in Kicukiro District (KK 15 Rd, Kigali Silverback Mall, 1st F). Its primary objective is to improve members' socio-economic conditions and promote access to finance, by assisting them to make savings and access low-rate loans, therefore contributing significantly to their retention. It is a legally registered Sacco by Rwanda Cooperative Agency (RCA) and licensed by the National Bank of Rwanda (BNR).

MUGANGA SACCO wishes to recruit the highly competent and self-driven staff on the position of Customer Experience Manager on permanent basis regardless the gender, and other kind of discriminations.

1. RECRUITMENT DETAILS:

Position: **Customer Experience Manager**

Number of needed staff: **1**

Employment period: **Open-ended period (Full-time)**

Working place: **Head Office/Kigali**

2. JOB PURPOSE STATEMENT

Reporting to Director of Business Development Department, the Customer Experience Manager exists to deliver speedy and reliable customer service and building high customer satisfaction value and retention.

The role holder will manage the day to day operational management of the customer experience unit including Account Management and Contact center teams. He/she will also be in charge of financial service consumer protection compliance in conformity with the financial consumer protection and Complaints handling regulations as well as timely follow up and escalation to ensure a pleasant Customer Experience for internal and external customers and related stakeholders.

3. KEY RESPONSIBILITIES

- Manage the Customer care services via different channels (Direct or resolve customer enquiry and complaints and follow up where necessary);
- Manage the Account Management Team and ensuring all Accounts opened comply BNR's KYC standard and Muganga SACCO requirements in terms on of rules, policies and directives that eliminate any audit finding pertaining to established policies and processes;
- Identify the main customer issues raised on a daily basis and provide a root cause analysis with proper recommendation on solutions;
- Minimize exposures to and impact of risks associated with service provision in line with Muganga SACCO policies and regulatory guidelines (BNR, RCA, Councils, etc);
- Ensure that all customers' correspondences are handled promptly, professionally, efficiently, and courteously;
- Prepare periodical reports regarding Complaints handling and Account Management;
- Provide regular coaching to the customer experience team in order to cover competency gaps;
- Conduct team evaluations and performance reviews for the team.



4. KEY MEASURABLE GOALS

- Number of Complaints handled and recorded in CRM per day - monthly report;
- Excellent level of customer satisfaction (Customer Survey Report);
- Percentage of errors in Customer Information(KYC) and Accounts of members;
- Monthly/quarterly reports

5. SKILLS & COMPETENCIES

- Superior working knowledge of all digital banking products and banking support services;
- High level of Analytical thinking, Negotiation and Problem solving skills;
- High level of knowledge in CRM, Consumer protection and Complaints handling regulations;
- Excellent interpersonal and communication skills;
- Maintain a positive attitude focused on member satisfaction;
- A team player with high leadership skills;
- Good motivational and training skills;
- High standards of reporting familiarity;
- Proficient in all Microsoft applications and rapidly adaptive in Core banking system.

6. REQUIREMENTS

- Being Rwandan aged between 30 and 45 years' old (**ID Required**);
- Bachelor's degree in Management, Economics and Business administration (Marketing, Banking or Business Information Technology-BIT);
- Having an experience of 7 years in financial institution (BANK, MFI or SACCO) and at least 5 years of experience to the managerial position on Customer Experience, Customer Relationship, Banking Operations or Business Banking (**Proof of experience required**);
- Fluent in Kinyarwanda and English (Knowledge of French is an added advantage);
- Ready to start a new job.

7. JOB APPLICATION PROCEDURES

Interested candidates should submit soft copies of the motivation letter, CV and copy of required degree, other important documents and Maximum of 3 persons of professional references addressed electronically to the Director General, Muganga SACCO Head Office, 1st floor of the Silverback Mall, latest 24/05/2024 at 5:00 PM on the following email address: apply@mugangasacco.rw

Questions/clarifications may be requested by email to the following email address: info@mugangasacco.rw

Kindly note that **only shortlisted candidates** will be contacted for Interview.

Done at Kigali, on 6th May, 2024



Claudine UWAMBAYINGABIRE
Director General

