RECRUITMENT

ISONGA SACCO KICUKIRO is a District Savings and Credit Cooperative (**D-SACCO**) established following the consolidation of 10 U-SACCOs operating within KICUKIRO District. In accordance with the Government of Rwanda SACCO's consolidation framework, we are looking for qualified, competent, committed, proactive and self-motivated individual to occupy the following position:

NO	POSITION	Number
1	**Branch Business Coordinator**	1

Reports to: Head of Operations

Main Responsibilities:

Under the supervision and guidance of the **Head of Operations**, the Branch Business Coordinator will:

- Act as the main overseer of the branches and outlets/Sub-branches;
- Ensure the attainment of ISONGA SACCO KICUKIRO business goals insuring quality deposits and loan portfolio growth; maintaining excellent members/customer service delivery;
- Support the Branch Business Manager in developing a local market sales plan and reaching the branches current and prospectus customers/members;
- Develop strategies and maintain effective customer services programs and achieve all members'/customer expectation;
- Ensure the close collaboration between headquarters and branches and outlets/sub-branches;
- Take care of increased client concerns;
- Provide a summarized reporting of Business activities in branches and outlets;
- Oversee that all internal controls are performed according to the procedures set;

- Regularly visits branches and outlets to ensure that branch operations are smooth and well executed;
- Be responsible and acts as a reference point for all security-related aspects;
- Do any other duty that does not conflict with the laws and regulations as requested by the Head of Operations or his/her superior authority.

Minimum Requirements

- Bachelor's degree in Business Management, Finance, Business administration, Banking or other related fields;
- At least 3 years of experience in banking, microfinance and SACCOs on managerial position functions such as branch manager, compliance manager, senior auditor or any other related senior functions;
- Aged not more than 45 years old;
- Excellent oral and written communication and interpersonal skills;
- Strong decision-making and problem-solving skills;
- Ability to motivate the team into attaining business goals;
- High customer service orientation;
- Recognized knowledge of auditing standards, laws, rules and regurations.

Required application documents

1. Motivation letter addressed to the Chairperson of the Board of Directors;
2. Updated Curriculum Vitae (CV) with at least three (3) professional referees and their contact details;
3. Copies of academic degrees;
4. Copy of National ID;
5. Certificates of service rendered or previous employment certificates proving relevant experience;

Submission Guidelines

- Applications must be submitted by soft copy in **one PDF** document to the following email address: iskhumanressources@gmail.com email subject will be: "**Application for Branch Business Coordinator Position**"
- Deadline for submission: **24th November, 2026 at 4:00 PM**.
- Late applications will not be accepted.
- Only shortlisted candidates will be contacted for the next stage of the recruitment process

Done at Kicukiro on 10th November 2026

NSENGIYUMVA Simon
Managing Director
ISONGA SACCO KICUKIRO