SACCO Muganga
Dream & achieve

RECRUITMENT NOTICE N° 001/11/2026

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

1. RECRUITMENT DETAILS:

Position: **Customer Relationship Officer**
Number of needed staff members: **2**
Employment period: **Open-ended period (Full-time)**
Working place:

- Nyagatare &Gatsibo Health Catchment Area (Office based at Nyagatare Level 2 Teaching Hospital)
- Gicumbi Health Catchment Area (Office based at Byumba Level 2 Teaching Hospital)

JOB PURPOSE STATEMENT

Reporting to Customer Relationship Manager, the Customer Relationship Officer is responsible for mobilizing new active members, deposits and credits mobilization as well as deepening Muganga SACCO' relationships with the existing members by offering them other digital financial products and information needed.

2. KEY RESPONSIBILITIES

- Generate new member leads through various channels;
- Proactively identify sales prospects and conduct business development activities;
- Follow up on new leads and referrals to generate business;
- Achieving the monthly sales targets, Cross sell assets and fee products;
- Follow the various internal guidelines and procedures of the SACCO;
- Ensure customer satisfaction through regular engagement;
- Resolve customer queries/issues and facilitate customer service;
- Financial education to members on Financial service consumer protection and Complaints handling;
- Maintain periodic status reports, including daily activity report and calls/follow-ups made.

3. KEY MEASURABLE GOALS

- Number of new active members;
- Increase percentage of deposits and loan portfolio (within the catchment area);
- Number of Debit cards sold and Digital Banking enrolment;
- Level of members' communication in terms of Muganga SACCO products and services.

4. SKILLS & COMPETENCIES

- Enough knowledge of banking products (Deposits and Loans);

- Customer Relationship Management (Needs, Inquiries, Responses, feedbacks, etc.);
- Excellent interpersonal, communication and public speaking skills;
- Proficient in Microsoft offices;
- A team player with leadership skills;
- Analytical thinking and Problem-solving skills;
- Maintain a positive attitude focused on member satisfaction;
- Self-Management (Manages Time, Task Prioritization and Control) with minimum supervision.

5. REQUIREMENTS

- Being Rwandan aged between 23 and 35 years' old **(National ID Required);**
- Bachelor's degree in Management, Business administration, Marketing, Banking, Finance, Economics or related field;
- At least 1 year of experience in Financial institution (BANK, MFI or SACCO) as Marketing Officer, Customer care Officer, Relationship Officer, Loan Officer, Business Banker, Sales Officer or related position;
- Ready to work on field and traveling in rural areas up to 80% of his working time.

Note:

Applicants must currently reside in:

- ✓ Nyagatare District or any neighbouring District (*for Nyagatare &Gatsibo Health Catchment Area applicants*); and
- ✓ Gicumbi or any neighbouring District (*for Gicumbi Health Catchment Area applicants*).

6. JOB APPLICATION PROCEDURES

Interested candidates should submit soft copies of the motivation letter (***clearly indicating either Gicumbi or Nyagatare/Gatsibo Health Catchment Area***), an updated Curriculum Vitae (CV), a copy of required academic degree and any other relevant supporting documents. Applicants should also provide the names and contact details of a maximum of three (3) professional references.

Applications should be addressed to the Managing Director, Muganga SACCO Head Office, 1st floor of the Silverback Mall, and submitted electronically to **apply@mugangasacco.rw** not later than **December 16, 2026 at 5:00 PM**. 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 Written Exam.

Done at Kigali, on 26/11/2026

Claudine UWAMBAYINGABIRE
Managing Director