



Let's Grow

JOB OPPORTUNITIES

Finance Trust is one of the oldest Microfinance Institutions in Uganda having started its operations in 1984. The company is licensed and regulated by Bank of Uganda as a Microfinance Deposit Taking Institution (MDI) and is recognized as a key player and part of Uganda's formal financial sector. The company has one of the largest branch networks in Uganda with

30 interconnected branches strategically positioned all over the country and serves over 150,000 customers with a variety of savings and loan solutions including business loans, salary loans, school fees loans, savings accounts, fixed deposits and a money transfer service through Western Union. In order to meet the needs of its growing customer base, the company is seeking to recruit dynamic, self motivated, result oriented professionals to fill the following three positions.

Customer Care Supervisor - (1 Position)

This position is based at Head Office & it reports to the Head of Marketing.

Job Purpose.

To drive activities that lead to provision of good customer service in all company branches. Its overall responsibility is around initiating activities that improve the attitude of staff towards customer service with a focus on both internal and external customers.

Key outputs:

- Drive activities that improve the provision of customer service in all company branches.
- Monitoring the level of customer service across all branches and making appropriate recommendations for further improvement.
- Continuously seek customer feedback on the company's level of customer service.
- Work with management to enforce and cultivate a culture of good customer service.

Key Responsibilities:

- Develop activities that can improve the level of customer services across all branches.
- Develop procedures for speedy and effective customer complaints resolution.
- Identify and recommend avenues for improving internal customer service.
- Ensure that staff get the appropriate customer service training.
- Monitor the level of customer service across all branches by conducting regular customer satisfaction surveys.
- Review, develop and recommend appropriate customer service policies & procedures.
- Ensure that staff get appropriate customer service targets and corrective action is taken on those who fail to achieve their set targets.

- Develop reward & recognitions programs for those for excel in the provision of good customer service.
- Participate in conducting customer service training.
- Ensure that the company achieves its strategic customer service objectives.

Minimum Requirements:

- A Bachelor's degree in Sales & Marketing, Public Relations, Business Administration, Social Sciences, or any other related discipline from a recognized university.
- Three (3) years' experience in a similar position gained from a customer service oriented company.
- Good oral & written communication skills.
- Good personal presentation skills.
- Good interpersonal skills.
- Good leadership skills.
- Good public relations & customer care skills.
- Ability to work well in a team environment.
- Willingness to frequently travel upcountry.
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Suitable candidates should submit their applications which should include; photocopies of academic documents and testimonials, a CV with at least three referees to the Head of Human Resource, Uganda Finance Trust Limited, Plot 115 & 121, Katwe, and P.O. Box 6972, Kampala, Uganda. Closing date for submission of the applications is 8th February, 2012.

Please note that only short listed candidates will be contacted.