



CAREER OPPORTUNITIES

Ukulima Sacco Society Limited, a licensed Deposit Taking Sacco in Kenya with its Headquarters in Nairobi and FOSA Branch Network in Nairobi, Kisumu, Mombasa, Eldoret, Embu, Nakuru and Kisii invites individuals who possess a passion of excellence, strong work ethics, are results oriented and committed to continual improvement to apply for the following positions:-

1. **NETWORK ADMINISTRATOR UC 5 - REF:UCSCS/HR/ICT/01/2021 – 1 POSITION**
2. **DATABASE ADMINISTRATOR U 6 - REF:UCSCS/HR/ICT/02/2021 – 1 POSITION**
3. **MORTGAGE RELATIONSHIP OFFICER UC 6 - REF:UCSCS/HR/CD/03/2021 – 1 POSITION**
4. **BUSINESS DEVELOPMENT OFFICER UC 6 - REF:UCSCS/HR/BDM/04/2021 – 1 POSITION**
5. **INVESTMENT OFFICER UC 6 - REF: UCSCS/HR/FN/05/2021 – 1 POSITION**
6. **MICRO CREDIT FIELD REPRESENTATIVES - REF: UCSCS/HR/CD/06/2021 – 2 POSITIONS**
7. **MARKETING FIELD REPRESENTATIVES - UCSCS/HR/BDM/07/2021 – 26 POSITIONS**

Details of key requirements for these positions are available at our website: www.ukulimasacco.coop

Applications with detailed CV indicating current position, qualifications, work experience, scanned copies of certificates, testimonials and National identity card with day telephone contacts and names and contacts of at least three (3) referees should be sent to recruitment@ukulimasacco.coop and hard copies sent to the following address and which must be received not later than Friday, 4th June 2021.

**The Chief Executive Officer
Ukulima Sacco Society Limited
P. O. Box 44071-00100
NAIROBI**

Only shortlisted candidates shall be contacted

Ukulima Sacco is an Equal Opportunity Employer (EOE) and committed to diversity and gender equality. Canvassing will lead to automatic disqualification.

UKULIMA SACCO IS ISO 9001:2015 CERTIFIED

1. NETWORK ADMINISTRATOR UC 6- REF:UCSCS/HR/ICT /01/2021 – 1 POSITION

Job Title	NETWORK ADMINISTRATOR
Department	ICT Department
Grade	UC 5
Terms of Service	Permanent & Pensionable
Position Reports to	General Manager – ICT

Purpose of the Job

To ensure the integrity of high availability network infrastructure in order to provide maximum performance for the Society's users

Duties and Responsibilities

I. Operational Roles and Responsibilities:

- a) Responsible for implementing, maintaining, supporting, developing and design of communication networks within the Society;
- b) Establish network environment by designing system configuration, directing system installation, defining, documenting, and enforcing system standards;
- c) Maximize network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades and collaborating with network architects on network optimization;
- d) Undertake data network fault investigations in local and wide area environments, using information from multiple sources;
- e) Secure network system by establishing and enforcing policies, and defining and monitoring access;
- f) Provide support and administration of firewall environments in line with IT security policy;
- g) Report network operational status by gathering, prioritizing information and managing projects;
- h) Upgrade data network equipment to latest stable firmware releases;
- i) Configuration of routing and switching equipment, hosted IP voice services and basic configuration of firewalls;
- j) Provide remote support of on-site engineers and end users/customers during installation;
- k) Provide remote troubleshooting and fault finding if issues occur upon initial installation;
- l) Capacity management and audit of IP addressing and hosted devices within data centres;

m) Perform any other lawful duties as may be assigned

Key Result Areas:

The jobholder's accountability areas are outlined as follows: (a) ICT Risk mitigation

(b) Submission of accurate, timely and relevant reports

(c) Continuous process improvement of services through efficient working

(d) Enforcement of relevant guidelines, rules and regulations

(e) Ensure customer satisfaction for the consumers of the services offered by the department (f) Efficient execution of work processes as assigned

ACADEMIC & PROFESSIONAL QUALIFICATIONS

The jobholder must possess:

1. A Bachelor's Degree in IT/Computer Science;
2. Must have 3 years' of proven Networking hands on experience in busy Sacco or commercial banks' environment;
3. Any two of the listed Professional Certification - Certified Information Security Manager (CISM); Certified Information Systems Security Professional (CISSP), CISCO.
4. Well versed with NAT, Private IP Addressing, subnetting and ARP;
5. Should be a member with an ICT Professional body;
6. Practical knowledge of servers, IT infrastructure, networking and database administration and ITIL Knowledge
7. Excellent communication & interpersonal skills
8. Valid police clearance certificate;
9. Valid CRB clearance certificate;

2. DATABASE ADMINISTRATOR UC 6 - REF:UCSCS/HR/ICT/02/2021 – 1 POSITION

Job Title	Data Base Administrator
Department	ICT Department
Grade	UC 6
Terms of Service	Permanent & Pensionable
Position Reports to	System Administrator

Purpose of the Job

The role is responsible for the performance, integrity and security of a database. You'll be involved in the planning and development of the database, as well as in troubleshooting any issues on behalf of the users. You'll ensure that: data remains consistent across the database. This role is further responsible for Installation and configuration of databases, data backups and restoration, database monitoring and performance tuning and securing of databases.

Key Responsibilities:

- a) Installation, configuration and deployment of database setups and software platforms.
- b) Monitoring database systems performance and address potential issues to ensure services are available and running optimally;
- c) Carry out database changes and updates during deployments of application releases.
- d) Perform backups and recovery of data and data logs
- e) Performs database optimization and performance monitoring on Live databases
- f) Implement relevant updates and patches
- g) Implement procedures that will ensure and sustain database security
- h) Identifying and resolving complex Database server problems in Enterprise environment

- i) Analyzing and improving database performance for key processes
- j) Support for new ongoing project development, testing, and deployment
- k) Monitor user access and security and control database access permissions and privileges
- l) Enhance, improve & implement Disaster Recovery solutions including designing, configuring and support the existing environment.
- m) Maintains documentation for all database instance parameters and system settings
- n) Administers appropriate database management tools across all database instances.
- o) Performs appropriate database sizing activities and interface with Third Parties as required
- p) To setup, maintenance & administration of MS SQL Servers in Production, Staging, Test & Development Environments
- q) Executes data extraction for reporting as per user request.
- r) Keep abreast of the latest security, legislation, regulations, advisories, alerts, and vulnerabilities and plan proactive actions accordingly.
- s) Continually monitor security events in the network, take corrective actions and generate reports for management
- t) Perform any other lawful duties as may be assigned

Key Result Areas:

The jobholder's accountability areas are outlined as follows:

- a) Data security and recovery control
- b) users access data concurrently, in a form that suits their needs
- c) Submission of accurate, timely and relevant reports
- d) Continuous process improvement of services through efficient working
- e) Enforcement of relevant guidelines, rules and regulations
- f) Ensure customer satisfaction for the consumers of the services offered by the department
- g) Efficient execution of work processes as assigned

REQUIRED SKILLS

- a) Database Management skills.
- b) Process Management skills.
- c) Problem Solving
- d) Assertiveness
- e) Team Orientation
- f) Flexibility

ACADEMIC AND PROFESSIONAL REQUIREMENTS

The jobholder must possess:

- a) A Bachelor's Degree in IT/Computer Science or relevant degree
- b) Must have 2 years of proven hands on experience in RDBMS installation, tuning and troubleshooting in busy banking environment;
- c) Practical knowledge of servers, IT infrastructure, networking and database administration
- d) Have working experience in Unix and Windows operating systems.
- e) Must have worked in a Large, complex OLTP High Availability Database environment
- f) Microsoft Certified Professional
- g) Thorough knowledge of MS SQL databases
- h) Proficiency in SQL, SQL Plus, PLSQL Strong
- i) knowledge in SAN, NAS storage systems
- j) Excellent communication & interpersonal skills
- k) Valid police clearance certificate;
- l) Valid CRB clearance certificate;

3. MORTGAGE RELATIONSHIP OFFICER UC 6- (4 YEAR RENEWABLE CONTRACT) **REF:UCSCS/HR/CD/03/2021 – 1 POSITION**

Job Title	Mortgage Relationship Officer
Grade	UC 6
Department	Credit Department
Terms of Service	4 Year Renewable Contract
Reporting to	Senior Credit Officer – Micro Credit & Mortgage

Purpose of the Job

Responsible for the Coordination of the Society's Mortgage business and ensure that it operates profitably develop products/services to be offered, coordinate the pricing and offering of the products, grow the performance of the business, optimize on costs , Customer service and manage loan delinquency. Overall operational role is to educate, give advice and guide borrowers and potential borrowers through the entire credit process cycle. The duties are as follows:

Managerial Roles and Responsibilities

- a) Development and follow up the implementation of Mortgage Business, Policy, procedures, and guidelines to ensure quality management of Mortgage Business portfolio;
- b) Analyse and evaluate the demand, market segmentation and competitive situation for the target clients of Mortgage products to identify opportunity in the market for new products;

- c) Develop and implement Mortgage objectives, action plans, budgets and initiatives as assigned;
- d) Collaborate with relevant Sacco departments on developing and updating Mortgage products concepts and its prototypes, including product policies, operational procedures, methodology guides and other supporting documents in order to meet business targets;
- e) Identify, monitor and develop risk mitigation strategies for the risks associated with the Mortgage Business portfolio;
- f) Follow up the roll-out into the target market of new designed or improved loan products;
- g) Manage funds adequately to meet future cash needs in consultation with Finance department;
- h) Identify and establish appropriate Partnerships for Mortgage Business objectives including funding;
- i) Provide consistent guidelines for the effective management of the accounts processing and credit administration functions established at each county/ field/ unit offices;
- j) Perform any other duties as may be assigned from time to time.

Operational Roles and Responsibilities

- a) Evaluate creditworthiness and eligibility for obtaining a mortgage loan
- b) Interviewing loan applicants.
- c) Advising/assisting applicants in selecting the most suitable mortgage option.
- d) Receive and analyze loan applications and advise on completeness of required documentation
- e) Collect financial information and otherwise on potential borrowers and evaluate their creditworthiness and eligibility for obtaining a mortgage loan.
- f) Oversee loan process and update clients about process status and help resolve any arising issues
- g) Co-ordinate Securitization/Collateral perfection processes
- h) Provide ongoing customer support to borrowers.
- i) Research and advise on review of mortgage loan policies
- j) Ensure compliance with the Sacco lending policies, government and regulatory requirements throughout the credit process cycle.
- k) Provide support to the loan monitoring and recovery processes.
- l) Build and maintain supportive referral network with clients, other lenders and real estate agents.

Key Results Areas

The job-holder's accountability areas are outlined as follows;

- a) Effective management of the Mortgage policy;
- b) Enhanced Business Growth;
- c) Submission of accurate, timely and relevant reports;
- d) The quality of the Mortgage Business Loan Portfolio;
- e) Efficiency of mortgage processes and disbursement of loans;

PERSONAL COMPETENCIES

- a) Statistical knowledge and detail conscious – methodical, accurate, precise and systematic.
- b) Conscientious – perseveres with tasks, completes job
- c) Remains calm under pressure, avoids outbursts
- d) Maintain relationships with customers and estate agents, despite having to communicate disagreeable information
- e) Effective verbal communication skills, Diplomatic, tactful and tolerant in relaying and receiving information
- f) Service orientated culture – take ownership of all issues/queries/problems. g) Integrity and honesty.

ACADEMIC & PROFESSIONAL EXPERIENCE

- a) Bachelor's Degree Commerce/Business Administration in accounting/Finance/Banking or any related course from a recognized university
- b) A professional qualification in credit management will be an added advantage.
- c) Must have 3 years' of proven hands on experience in mortgage lending in a Sacco or commercial banks' environment;
- d) Conversant with laws governing Mortgage in Kenya;
- e) Proficiency in ERP and MS Applications i.e. Microsoft Word, Excel, PowerPoint
- f) Valid police clearance certificate;
- g) Valid CRB clearance certificate;

4. PROFILE FOR THE POSITION OF BUSINESS DEVELOPMENT OFFICER **REF:UCSCS/HR/BDM/04/2021 – 1 POSITION**

Job Title	Business Development Officer
Department	Business Development & Marketing department
Terms & Grade	Permanent & Pensionable - UC 6

Position Reports to	Business Development & Marketing Manager
Position Supervises	Business Actualization

Purpose of the Job

To grow business, market expansion, identify business opportunities, review products and services negotiate and close business deals while maintaining extensive knowledge of current market conditions.

Duties and Responsibilities

The duties and responsibilities are as follows:

- a) Assist in implementing, and reviewing business development policies, procedures and reporting systems to enhance growth and profitability
- b) Developing Business Development strategies, targets and Work plans;
- c) Implement Business Development strategies to raise current market share, increase sales and support achievement of the Society’s goals and objectives;
- d) Setting comprehensive goals for products and monitoring their performance to ensure growth and success in the market.
- e) Design and develop products and services that will satisfy various market segments based on market research findings;
- f) Assist to identify opportunities to offer new services to members or enhance existing services in order to attract high-value work and enhance value provided to customers;
- g) Identify marketing opportunities and forecast future business growth to increase membership and sales;
- h) Supervise direct reports work and other administrative matters;
- a) Monitor marketing and sales performance and adjust strategies as need arises. II. Perform any other duties as may be assigned from time to time;

Key Result Areas:

The jobholder’s accountability areas are outlined as follows:

- a) Increased markets, membership growth, increased loan portfolio, growth in deposit and all other performance parameters in the Sacco
- b) Effective operational cost control of the department’s financial resources
- c) Successful implementation of quality control standards for services offered by the department
- d) Effective supervision of employees assigned to the department
- e) Maximization of productivity in the department
- f) Continuous process improvement of services offered by the department
- g) Ensure customer satisfaction for the consumers of the services offered by the department

ACADEMIC & PROFESSIONAL REQUIREMENTS

The jobholder must possess:

- a) A Bachelor degree in Marketing/Business Administration from a recognized institution
- b) Three (3) years of related work experience in Business Development function in service financial industry
- c) Should have thorough knowledge on Business Development;
- d) Must have ability to plan, organize, implement and evaluate departmental goals;
- e) Must demonstrate ability to handle multiple and conflicting priorities, and work under strict deadlines.
- f) Should have strong analytical and be result oriented;
- g) Must have high standards of integrity and ethical practice;
- h) Valid police clearance certificate;
- i) Valid CRB clearance certificate;

5. INVESTMENT OFFICER UC 6: REF: UCSCS/HR/FN/05/2021 – 1 POSITION

Job Title	Investment Officer
Department	Finance
Grade	UC 6
Position Reports to	Finance Manager

Roles and Responsibilities

The main purpose of the job is that of managing all Society's developed projects and properties. Its overall responsibility includes administration maintenance and undertaking repair works of all properties, marketing, and sales of Ukulima developed houses as well as carrying out valuations, feasibility, and market studies for the Society.

Reporting to the Finance Manager, responsible for broad property and estate management functions as well as repair and maintenance duties; undertaking of market surveys and administration of leases/tenancy/tenant purchase agreements for the Corporation's rental and tenant purchase schemes:

Key Duties and Responsibilities

- a) Monitoring and overseeing investment operations and administration activities
- b) Networking to maintain relationships with existing investment clients and foster new profitable relationships
- c) Analysing the risk and return profile of asset types, monitoring markets relevant to the fund portfolio and the performance of competing funds
- d) Seek and Prospect new business in consultation with the Board and the Management Team
- e) Accountable for profitability, performance on set targets and budget management
- f) Undertake feasibility studies to determine project viability;
- g) Undertake market surveys and studies on comparative rents, property market prices and advises management accordingly;
- h) Prepare, update and maintain the Society's assets register; monitor leases and tenancy agreements for rental and tenant purchase schemes;
- i) Take responsibility for advertising and marketing of properties developed by the Society;
- j) Undertake valuations of properties and Society's assets for all intents and purposes including insurance, sale, and disposal under guidance from the Senior Estates Officer, Valuation; and

- k) Undertake Estates Management functions related to letting and sale of properties and rent default

ACADEMIC AND PROFESSIONAL QUALIFICATIONS

- a) A Bachelor Degree Commerce/Business Administration in Finance and or Accounting from a recognized institution
- b) Possess a post-graduate diploma in any of the following fields: Property Management/ Housing Administration/Valuation/Estates Management;
- c) Professional qualifications in CPA 11 or recognized professional accounting qualification.
- d) A minimum of three (3) years of experience working in a similar organisation
- e) Demonstrate practical knowledge of existing Property laws and Real Estate management. Key Competencies
- f) Knowledge of computerized systems relevant to the position.
- g) A highly analytical individual with the ability to gather, analyse and evaluate facts and with the ability to prepare and present concise oral and written reports;
- a) Demonstrate excellent managerial and leadership skills and an effective communicator;
- b) Personal integrity with good work ethics and knowledge of principles of good corporate governance; • Ability to establish and retain effective working relationships with both internal and external stakeholders. Candidates will be required to satisfy the following additional requirements:
- c) Valid police clearance certificate;
- d) Valid CRB clearance certificate

8. MICRO CREDIT FIELD REPRESENTATIVES – REF: UCSCS/HR/EBDM/06/2021 – 2 POSITIONS (3 YEARS CONTRACT RENEWABLE WILLING TO WORK IN SOUTH NYANZA AND COAST REGION.

Reporting to Regional Marketing Officer, functionally and Branch Managers administratively, the position holder's key role is for acquisition of new Business and ensuring quality customer service.

Responsibilities

1. Deliver set Sales targets in member's recruitment, deposit mobilization, and quality loan disbursement
2. Provide excellent customer service at all times;
3. Actively participate in marketing campaigns to ensure clients are well informed of the product portfolio;
4. Seek customer feedback on products and services offered by the organization;
5. Provide daily sales reports.

Skills and Competencies

- Decision Making
- Interpersonal skills
- Good Communication skills
- Client Focus
- Qualifications, Knowledge & Experience

ACADEMIC & PROFESSIONAL REQUIREMENTS

1. Diploma in Sales & Marketing;
2. 2 years practical and proven micro Credit experience in Banks, MFI, or Sacco's;
3. Possession of professional qualifications in credit management will be an added advantage;
4. Minimum KCSE Mean Grade C -
5. Valid Police Clearance Certificate

Note: Applicants for this position must indicate their preferred region for posting

9. FIELD MARKETING REPRESENTATIVES – REF: UCSCS/HR/BDM/07/2021 – 26 POSITIONS (3 YEARS CONTRACT RENEWABLE READY TO WORK IN NAIROBI, KISUMU, MOMBASA, EMBU, KISII, ELDORET, NAKURU & LOWER EASTERN)

Reporting to the Regional Marketing Team Leader, the Marketing Representative will be responsible for acquisition and growth of sustainable Sacco Business.

Key responsibilities

- a) Recruitment of new members, mobilizing deposit and growth of loan portfolio
- b) Selling the Sacco's products and services in order to ensure sustainable business growth
- c) Actively take part in sales activities organized by the Sacco in order to acquire business
- d) Offer excellent customer experience while interacting with customers on different channels
- e) Gather feedback from customers on Sacco products and their experience to seek improvement f) Daily sharing of business acquisition reports
- g) Continuously seek to deepen knowledge on the Sacco offering and the Industry trends

Experience, Skills & Personal Attributes:

- a) Excellent communication skills both oral and written
- b) A confident person who is self-driven with strong interpersonal and negotiation skills.
- c) A person of integrity and with good negotiation skills.
- d) Ability to be an agent of change and Innovation with a strong desire to excel.
- e) Ability to deliver set business targets and service with minimum supervision.
- f) Flexible for posting in diverse regions in Kenya.
- g) Youth Age:20 years – 30 years will be an added advantage

Job Requirements:

- 1. Diploma in Sales & Marketing or any other related course
- 2. 2 years practical and proven sales & Marketing experience in Banks, MFI, or Sacco's;
- 3. Possession of professional qualifications in credit management will be an added advantage;
- 4. Minimum KCSE Mean Grade C -
- 5. Valid Police Clearance Certificate

Note: Applicants for this position must indicate their preferred region for posting