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## **JOB ADVERTISEMENT**

### **Back Ground:**

ACB Plc is a Christian Micro Finance Institution that started its operations in August 2006. It is licensed by the National Bank of Rwanda (BNR). Our vision is to be a leading Christian financial institution that contributes to holistic and sustainable development. Our mission is to bring holistic transformation into the community through quality financial services. Our values are quality service, transparency, integrity and accountability. We are committed to taking financial services closer to the people.

AMASEZERANO Community Banking (ACB Plc) is recruiting for a competent, qualified, dynamic and self-motivated individual to fill the following position:

**Position: Customer Relations Officer**

**Number of positions: 1**

**Reports to: Director of Operations**

**Opening date: 5<sup>th</sup> February 2025**

**Closing date: 18<sup>th</sup> February 2025**

The candidate is responsible for answering customer inquiries, resolving banking issues and directing customers to appropriate bank personnel. He/she should have at least relevant experience with preferential experience in customer service or customer relationship management.

### **Roles and Responsibilities of Customer services Officer:**

- Handle customer inquiries via phone, email, in person, or online platforms;
- Provide information about the Bank's products and services, including loans, savings, and other financial products;
- Assist clients with account issues, loan applications, and document processing;
- Ensure proper documentation for customer transactions and maintain accurate records;
- Address customer complaints or concerns promptly and effectively, ensuring client satisfaction;
- Investigate and resolve any discrepancies or issues related to accounts or financial transactions;



Taking financial services closer to the people

- Educate clients on financial literacy, explaining terms and conditions of Bank's products and services;
- Guide clients through the loan application process and ensure they understand their financial obligations;
- Assist with the processing of loans, deposits, and withdrawals;
- Ensure compliance with Bank's policies and regulatory requirements when handling financial transactions;
- Prepare and maintain reports on client activity and feedback to assist management in improving services;
- Build and maintain strong, long-term relationships with clients to foster loyalty;
- Promote the Bank's products and services to potential customers and encourage repeat business;

**Skills and qualifications and competences required:**

- Bachelor's Degree in Business Administration and Management from a recognized institution, having sales and Marketing skills would be an added value;
- Two (2) and above years of work experience serving as Customer Relation Officer from a reputable organization;
- Ability to communicate clearly and effectively with various clients.
- Strong listening skills to understand client needs and concerns.
- A commitment to providing high-quality customer service and resolving issues in a timely manner.
- Ability to assess situations, find solutions, and implement appropriate actions to address customer issues.
- Precision in handling financial transactions, client data, and maintaining accurate records.
- Ability to work well with colleagues from various departments to ensure a seamless customer experience.
- Ability to manage multiple tasks and prioritize effectively in a busy environment.
- Basic understanding of bank's operations, loan products, and customer base.
- Familiarity with financial regulations and compliance requirements, particularly those relevant to microfinance.
- Fluency in English, French and Kinyarwanda is required;
- Ability to handle stress and work under pressure.

**How to apply**

The interested candidates should submit their application documents (Application letter, updated CV, Academic certificates, ID copy, current criminal record certificate and original church recommendation letter signed by your church Pastor) to the ACB Plc Head Office via company email [amasezerano@acb.rw](mailto:amasezerano@acb.rw), not later than 18<sup>th</sup> February 2025 (03:00 pm).

**Important Note:**

ONLY shortlisted candidates will be contacted for interviews. If you do not hear from us within 2 weeks from the closing date, consider your application unsuccessful.

**Done at Kigali, on 5<sup>th</sup> February 2025**

**Eraste NSENGIYUMVA**  
**Managing Director**

