

Job Specification - Branch Administrator

Overview

Select Africa Limited is an Isle of Man company, established more than 20 years ago with the intention of owning a number of retail financial services businesses in Africa, outside of South Africa. It is the holding company of the Select Africa group of companies (“Select Africa”).

The controlling shareholder of Select Africa Limited is the African Alliance Group - an investment banking group owned by management and also operating in Africa. Select Advisors (Pty) Limited is the South African affiliate of Select Africa. The business focusses on financial services, including property development (www.malkernssquare.com) in Africa and currently owns loan book operations in Eswatini, Lesotho, Kenya, Uganda and Malawi. Select Africa is a supplier of both housing and housing micro-finance solutions, utilising various collection mechanisms but primarily that of a salary deduction model.

Select Africa entered the Ugandan market in June 2019. Trading as Access Financial Services Limited (“AFS”), the business provides credit to civil servants via its unique paperless loan origination platform, delivered by our team of field agents, adhering to the philosophy of taking our products to our clients where they live or work, practicing the mantra of “We come to you”.

AFS aligns its operations and values to that of Select Africa in that it provides credit to civil servants based on strict affordability parameters and strictly within responsible lending principles. Currently, AFS operates in the Central Region (Kampala, Luwero, Masaka & Mubende), Western Region (Mbarara, Kabale, Fort Portal & Hoima), Eastern Region (Mbale, Soroti, Iganga & Jinja) and Northern Region (Lira & Gulu).

A key element of the AFS Strategy is to aggressively grow its scale of operations in the year 2024. This involves both the growth of existing operations and the introduction of new products.

The culture of the group is one of young professional pioneers, who aggressively seek out entrepreneurial opportunities and look to deliver profitable performances with no excuses for non-delivery of agreed upon targets. This requires team players who are self-driven and motivated. The business is staffed by individuals that are extremely diligent in terms of detail, systems, collections, service and strategy execution. The operating standards are already those of a listed company.

Key Deliverables of the Branch Administrator

1. Support Sales Agent (“Agent”) recruitment, training and log in creation.
 2. Maintain responsibility for monitoring of active Agents on a monthly basis and maintain a database of these Agents.
 3. Provide administrative support to The Branch and Agents.
 4. Maintain the role of being the first contact point for all incoming clients, prospective clients, visitors, and telephone callers.
 5. Attend to all incoming calls and deal with them in the appropriate manner.
 6. Direct clients and visitors to the correct person.
 7. Record relevant details/information of all walk-in clients.
 8. Provide a high level of service to customers.
 9. Maintain records of all interactions with customers, regardless of the outcome of a sale.
 10. Monitor customer complaints through the customer query register, identifying the root causes and addressing them at source to prevent recurrence.
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11. Remain updated on product knowledge.
12. Ensure that day-to-day housekeeping functions are efficiently managed including managing the housekeeping staff.
13. Ensure that office sundries and stationery are available and replenished in time whilst being mindful of the budget allocations.

Reporting Line

The Branch Administrator will report to the Regional Manager.

The Candidate

We seek the following in our desired candidate:

Qualification Requirement

A relevant tertiary qualification such as a Degree or Diploma in Business Studies or Business Management is essential.

Experience / Background Preference

1. The company will only look at candidates who have no less than ONE years related work experience.
2. Previous experience within the financial services is essential.
3. Previous experience within the Microfinance sector will be advantageous.
4. A high degree of computer literacy is a requirement of the role.
5. A strong command of English, both written and verbal is a requirement of the role.

Key Competencies

The successful candidate will need to demonstrate the following ability:

1. Strong interpersonal skills interpersonal and communication skills, both verbal and written.
2. A strong customer service orientation.
3. Strong administrative skills.
4. Strict attention to detail.
5. A self-starter who is performance driven and can handle the responsibilities associated with the position, with honesty and integrity.
6. A team player who is approachable and receptive to ideas/feedback from others.
7. Ability to work with minimum supervision.
8. Ability to communicate clearly both verbally and in writing.
9. A logical thinker who has a clear, focused and methodical approach to work.
10. Results orientated - strongly motivated to achieve results, adhere to deadlines.
11. Assertive - able to handle conflict, stand by principles and put forward ideas despite opposition.
12. Tough- minded, rarely upset by criticism and able to retain optimism despite setbacks.
13. Must be able to work flexible hours.

Location

A vacancy exists at each of our Regional Offices in Kampala, Mbarara, Mbale, and Gulu.

Compensation

An annual cost to company remuneration package, which will be commensurate with the technical skills and experience of the successful candidate.

Please forward applications to Joan Irungu: irunguj@afs.co.ug

If you do not hear from us within two weeks, please consider your application for this particular vacancy unsuccessful. In this instance, please be assured that we shall retain your application and will be in touch should a suitable opportunity arise in the future.