

JOB ADVERTISEMENT!

JOB TITLE: BRANCH OPERATIONS OFFICER REF NO. NSSL/BOO/2025

Functional Purpose

To implement Nawiri SACCO Customer Service, Experience and Growth objectives, values and aspirations in the Branch.

Branch Objectives

- a) Deliver business targets measured by service, growth, member engagement, operational effectiveness, risk Management parameters, Human and Cultural Values parameters
- b) Deliver Nawiri SACCO’s exceptional experience in the Branch.

Key Job skills

- a. Integrity and Honesty
- b. Entrepreneurial mind set
- c. Excellent persuasion, and networking skill
- d. High Performance and delivery of targeted goals
- e. Decisiveness and quick judgment skill
- f. Market knowledge and Research
- g. Analytical and critical thinking skills
- h. Excellent communication and interpersonal skills
- i. Internal motivation, positivity, proactivity and taking initiative
- j. Training, mentor and coaching skills
- k. Capability to work in a team

Duties of a Branch Operations Officer

Business Development

- a) Understand branch business growth targets as negotiated with regards to branch balance sheet and profit and loss accounts.

- b) Assess market conditions and identify current and prospective branch opportunities.
- c) Identify potential members for recruitment and cross-sell the SACCO's products and services.
- d) Develop, maintain and follow through a robust pipeline of branch opportunities.
- e) Be proactive and build relationships with key persons of influence persons, institutions in the marketplace.
- f) Project the SACCO's image and live the prescribed values.

Teller and Member Service Tasks

- a) Resolving issues escalated by teller from difficult customers
- b) In charge of treasury at the branch
- c) Induction of new tellers at the branch and ongoing training of the branch tellers
- d) Attend to cheque encashment and withdrawals in all accepted currencies according to laid-down procedures.
- e) Accept cheque and/or cash deposits in all accepted currencies, according to laid down procedures.
- f) Attend to change transactions.
- g) Assist with finalizing cash transactions captured by officers who do not operate tills.
- h) Ensure that cheques included in deposits are checked in terms of Duty of Care obligations.
- i) Ensure that all items cashed are within laid-down limits and refer all transactions exceeding limits to the appropriate persons for authorization.
- j) Ensure that items cashed are technically correct and signed, according to laid-down instructions.
- k) Attend to value transactions, e.g. Financial Transfers etc, according to laid down policies and procedures.

Cash Control

- a) Comply with all KYC policies and procedures with regards to identification of members during service delivery.
- b) Adhere to all laid-down policies and procedures regarding the handling, locking away and security of cash are adhered to.

c) Comply with cash limits at all times.

Teller Supervisory duties

- a) Ensure tellers comply with safety measures and that they maintain minimum amount of teller cash.
- b) Interact with management to stay advanced on bank developments and initiatives.
- c) Approve cash withdrawals overrides on authorization limits.
- d) Guide teller staff on complex transactions.
- e) Ensure compliance of tellers with audit, bank and regulatory policies.
- f) Ensure tellers provide outstanding customer service.
- g) Ensure teller staff training in customer service, product knowledge, operations and transaction processing.
- h) Schedule teller shifts and lunches to guarantee branch coverage.
- i) Balance cash daily and report any promptly report any variation.

Compliance

Comply fully with legislations, rules and regulations, policies and procedures in relation to including Anti-Money Laundering and proceeds of crime, Cash handling, KYC to mention but a few. Keep abreast of new regulations, policies and procedures and trends in the market with regards to cash handling and operational risks

Customer service:

- a) Carry out regular survey to monitor customer/member satisfaction.
- b) Resolve customer/member complaints fully. In the cases of escalation seek advice from your supervisor.
- c) Create a communication system that transcends the organization and customers to promote conducive working relations.
- d) Keep an up to date complaint register and keep track of complaints in order to take appropriate action.
- e) Provide the members with the highest quality of sought services.
- f) Perform any other duty as may be directed by your supervisor.

Human and Culture of Performance

- a) You will train, mentor and coach other Staff taking positions as Tellers

b) Carry out your duties with integrity and promote and live the prescribed corporate values.

c) Strive to achieve your negotiate performance targets at the branch.

Management and Reporting

a) Your Branch Manager is the overall lead at the Branch. The Branch Manager assigns you your immediate supervisor.

b) Submit accurate daily and weekly performance reports as may be required and negotiated with your supervisor(s)

MINIMUM QUALIFICATIONS.

i. Must be a holder of CPA Part 2.

ii. A Diploma in Business /Co-operative Management will be an added advantage.

iii. Must have attained C + (Plus) in KCSE.

iv. Must be computer literate.

v. Must be mature and demonstrates high level of honesty and communication skills (oral and written).

vi. Understand Sacco policies and procedures.

vii. Minimum 1 year relevant experience.

Interested candidates should send their applications accompanied by a detailed CV and copies of relevant certificates, testimonials, National ID Card and valid Certificate of Good Conduct to: recruit@nawiri.co.ke quoting the Job Reference Number to reach by **5 P.M. on WEDNESDAY 20TH AUGUST 2025** or they can address as below quoting the **Job Reference Number** on the **sealed** envelope.

**THE CHIEF EXECUTIVE OFFICER
NAWIRI SACCO SOCIETY LTD
P. O BOX 400-60100**

EMBU

B R A N C H E S

Embu ☺ Runyenjes ☺ Kairuri ☺ Kianjokoma ☺ Kathangariri ☺ Kiritiri ☺ Mbuvi ☺ Kanja ☺ Siakago ☺ Embu DownTown ☺ Makutano