

JOB VACANCY ADVERTISEMENT!

OPERATIONS MANAGER REF: NO. NSSL/OPM/2025 (1 post)

Nawiri SACCO is a regulated deposit taking SACCO with Headquarters in Embu town, Embu County. The SACCO currently has Twelve Branches and runs full fledged banking services.

The SACCO seeks to recruit qualified and highly motivated personnel to fill the above positions to support in its operations.

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 19th November 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**

BRANCHES

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

Reports to: The Chief Executive Officer

Functional Purpose

To establish and maintain best practices in work-related policies and procedures for all processes that are customer friendly.

Role Requirements

This role incorporates all aspects of contact with the SACCO's customers through:

- ✓ Customer services.
- ✓ Service quality.
- ✓ Cash management

Key Job Skills

- Integrity and Honesty
 - Entrepreneurial mindset
 - Excellent persuasion, and networking skill
 - High Performance and delivery of targeted goals
 - Decisiveness and quick judgment skill
 - Excellence business writing skill
 - Market knowledge and Research
 - Analytical and critical thinking skills
 - Excellent communication and interpersonal skills
 - Internal motivation, positivity, proactivity and taking initiative
 - Training, mentoring and coaching skills.
 - Capability to work in a team.
- Duties and Tasks**
1. Take a proactive role in influencing policy and the strategic direction of the SACCO;
 2. Assume responsibility for the SACCO's entire service delivery for all SACCO customers and as part of the senior management team contribute to the achievement of annual business plans and strategic objectives;
 3. Develop new and improved Service Delivery channels and any other additional channels that may be developed, which meet the needs of the SACCO Members and customers to ensure the Nawiri remains competitive;
 4. Put in place an MIS system that will enable continuous tracking of the department's performance, monitoring of customer satisfaction and provision of management reports;
 5. Identify and develop new business locations and improve alternative service delivery channels to meet the needs of SACCO members and ensure the SACCO remains competitive;
 6. Organize, develop and maintain front office operations and support structure, staffed by high caliber and well-motivated staff utilising efficient, relevant and comprehensive processes to achieve superior delivery of customer service at all times;
 7. Manage SACCO's exposure to external and internal risks at the service delivery front, including but not limited to adherence to procedures, optimum cash management within set limits, and physical security of SACCO staff and assets.
 8. Manage a business continuity plan for service delivery.

9. Manage projects within budgets, set timeliness and with required effectiveness and efficiency;
10. Put in place a quality management system of international standards that ensures service quality.
11. Continuously review services provided at the branch to ensure that members receive services efficiently.
12. Monitor the activities of key competitors to ensure that Nawiri is in a position to respond appropriately to protect existing business and generate new business

Skills and Experience

- a) Not less than 5 years' experience in a Operations Management role
- b) Experience of working in Kenya in financial sector and in banking sector is an added advantage
- c) Excellent analytical, communication, and negotiation skills
- d) Strong customer relationship management skills
- e) Collegiate working style with a strong management capability.
- f) Ability to build a customer centric culture in the organization
- g) Skills in (a) operations risk management (b) customer experience process management (c) business process analysis and (d) change management are desired

Professional and Academic Qualifications

- 1) A Business Related Degree from a recognized University in Kenya.
- 2) A post graduate Degree in banking or CPA K will be an added advantage.
- 3) Minimum of C+ (plus) in KCSE.
- 4) Experience in banking from branch banking to head office operations management is desired.
- 5) Must be proficient in digital working tools (Computer literate)