



Job Description

Branch Manager, Unifi Credit Uganda

| | |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Title: | Branch Manager |
| Remuneration: | TBA depending on candidate experience |
| Start date: | February 2023 onwards |
| Place of work: | Main Street - Jinja, Uganda |
| Reporting to: | Operations Manager |
| Requirements: | 3 + years' work experience in a customer facing role, preferably in a finance role. A relevant Diploma or Degree preferred but not required |

About

Unifi is a fast-growing multinational fintech company that specialises in personal lending products with the goal of making our clients' lives easy!

The Role

We are looking for a candidate that will ensure the smooth running of branch-based lending operations and will include training and monitoring of customer facing branch staff. The ideal candidate must combine a variety of skills applicable to the industry, including customer service, problem solving, leadership and people management skills.

Responsibilities

1) Operations

- a) Ensure high levels of customer service and sales
- b) Ensure full compliance with all regulations and the Unifi credit policy
- c) Lead a productive environment that fosters team building, hard work and diligence.
- d) Handle the cases customer complaints, which have been escalated from the loan consultants.
- e) Submit timely monthly reports to the main branch and give updates of the business status.
- f) Proactively identify areas of improvement and propose corrective actions
- g) Leverage growth opportunities and ensure that branch level KPIs and targets are achieved
- h) Share knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs of customers.

2) Other

- a) Proactively engage in marketing and networking to improve the brand presence of the branch and company.
- b) Maintain thriving relationships with customers and stakeholders.
- c) Make Unifi a fun place to work!

Apply with curriculum vitae attached to: careers@ug.unifi.credit

Deadline to apply: 30th January 2023