



## Job Description

*Loan Consultant, Unifi Credit Uganda*

<b>Title:</b>	<b>Loan Consultant</b>
Remuneration:	TBA depending on candidate experience
Start date:	February 2023 onwards
Place of work:	Main Street - Jinja, Uganda
Reporting to:	Branch Manager
Requirements:	Experience in a customer facing service 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 loan consultants that will be the face of Unifi Uganda that will be responsible for the provision of loans to customers.

### Responsibilities

#### Operational

- a) Receive, assist, and direct clients in a courteous, efficient, and welcoming manner projecting a positive, friendly, and professional image.
- b) Enter all new client's details into the client registration system either manually or electronically.
- c) Checking documents, informing applicants of additional requirements and documents.
- d) Ensure all loans are properly documented with accurate and complete information.
- e) Maintaining clients right to privacy and confidentiality throughout the loan process.
- f) Attending to all customer inquiries/questions by delivering first class customer service.
- g) Ensure full compliance with the Unifi credit policy.
- h) Ensure proper cash management.
- i) Ensure that clients have the right information regarding the products, promotions, and other value-added services.
- j) Assist the branch in achieving set KPIs and operational goals

#### Other

- a) Actively participate in all brand awareness and marketing activities
- 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](mailto:careers@ug.unifi.credit)

Deadline to apply: 30<sup>th</sup> January 2023