



Chai DT Savings and Credit Co-operative Society Ltd is a leading DT Sacco with fully-fledged Branches in Nairobi, Litein, Mombasa, Nkubu, Silibwet and Kisii, and Satellite Offices in Olenguruone, Othaya, Kutus, Kangari, Kapsabet, Nyamira, Embu and Maua. We are looking for self-driven and result oriented person to fill the following position.

<b>BRANCH MANAGER</b>	
<b>1. Job Profile</b>	
Job Title:	<b>Branch Manager</b>
Status	3-year contract
Duty Station	
Reporting to	Head of Business Operations
Division/Department	Operations
Directly Supervises	Marketing Officer, Senior Operations Officer, Credit Officer and Loan Recovery Officer
<b>2</b>	<b>Purpose of the Job</b>
Ensure continuous development and effective management of products, services with a view to achieving set goals and objectives of the Society at the Branch Level	
<b>3.</b>	<b>Duties and Responsibilities</b>
<b>I. Management Roles and Responsibilities</b>	
<ul style="list-style-type: none"> <li>i. Oversee operations in the branch and ensuring branch compliance with operational guidelines and procedures.</li> <li>ii. Ensure proper and efficient management of branch treasury.</li> <li>iii. Ensure proper handling of cash in transit to and from the branch.</li> <li>iv. Supervision and monitoring of staff at the branch level.</li> <li>v. Oversee performance management of staff at the branch level.</li> <li>vi. Facilitate loan approval, disbursement and monitoring the recovery.</li> <li>vii. Foster customer relations and safeguarding the organization's corporate image.</li> <li>viii. Monitor and approve payments in accordance with approved budgets and authorized expenditure.</li> <li>ix. Ensure preparation of accurate monthly reports and any other report if and when required.</li> <li>x. Adequate implementation of internal controls to safeguard the members funds, property and assets of the Society.</li> <li>xi. Facilitate marketing of the Society's products and services at branch level.</li> <li>xii. Implement and sustain branch strategies for growth in line with Society's strategies and set targets.</li> <li>xiii. Authorize and approve transactions, and other services within the delegated authority and countersigned by another authorized officer when necessary.</li> <li>xiv. Implement control mechanism that will ensure operations in the Branch are in accordance with basic operational risk principles, and department manuals</li> </ul>	
<b>II. Operational Roles and Responsibilities</b>	
<ul style="list-style-type: none"> <li>i. Communicating with appropriate management and staff personnel as well as providing periodic reports.</li> <li>ii. Ensures that the branch is properly staffed and that the employee is trained to meet customer service needs as well as sales objectives.</li> <li>iii. Provides for the proper security, maintenance and cleanliness of the branch.</li> <li>iv. Be accountable for customer service, sales performance and the general image of the Society at the branch level.</li> <li>v. Reviews employee performance throughout the probationary period and on an annual basis thereafter.</li> <li>vi. Continually review and measure team activities against performance targets.</li> <li>vii. Provides periodic reports to the Branch Operations Manager and other groups as required</li> </ul>	

III. Perform any other duties as may be assigned from time to time

**Key Result Areas**

The accountability areas are as follows:

- Increased market share
- Improve and sustain high standards of customer service
- Achievement of targets
- Increased awareness of the Sacco's products and services
- Timely resolution of customer service complaints
- Efficient customer marketing strategies
- Effective cost control
- Proficient interpersonal relations, communicative, and sales skills
- Demonstrated management and supervisory skills sufficient to manage
- Commercial lending authority
- A thorough knowledge of the features and benefits of all Sacco products and services
- A working knowledge of Sacco operating policies and procedures.
- Visual and auditory skills

**4. Job Specifications**

**Education**

- Bachelor's degree in Business Administration, Finance or Marketing or equivalent
- A Master's degree will be an added advantage
- Membership in a professional body

**Skills Required**

- Computer literate
- Strong interpersonal skills with excellent communication and presentation skills
- Ability to focus and execute on defined projects, with the potential to grow the business

**Minimum Experience Required**

- 5 years working experience in a similar set up (three years must be in a supervisory or management level)

Interested candidates who meet the set criteria to submit their application letter together with detailed curriculum vitae with at least three contacts of professional referees, copies of academic and professional certificates to:

The Head of HR & Administration,  
Chai DT SACCO Society Ltd,  
P.O Box 278-00200, Nairobi.

All applications should be submitted on email: [hr@chai-sacco.co.ke](mailto:hr@chai-sacco.co.ke) with subject heading clearly marked "**Branch Manager**". The candidate must also attach a summary of their data as per attached data form available at [www.chai-sacco.co.ke/careers](http://www.chai-sacco.co.ke/careers) (Summary data sheet must be filled in MS word format and sent as MS word format. i.e Do not scan it) Application deadline: Friday 15<sup>th</sup> May 2026 at 5:00pm