VISION AFRIKA DT SACCO LTD.

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VACANCY: OPERATIONS MANAGER **2/11/2026**

We are seeking to recruit a competent and experienced **Operations Manager** to oversee the SACCO's operational efficiency, branch operations, and quality of service delivery, while ensuring regulatory compliance and enhancing member satisfaction, loyalty, and retention.

Key Responsibilities

a) Plan, organize and implement FOSA and BOSA operations to coordinate and integrate all branch operational activities toward achievement of established Sacco goals and objectives.

b) Coordinate, manage and monitor all branches and act as the intermediary between the branch and head office operations. Intervening to ensure faster response/action on requests raised.

c) Shall provide leadership and manage branch business and performance.

d) Review and analyze Branch Performance reports of activities that have taken place within a quarter and summarize for the management monthly.

e) Adhere to statutory, regulatory and Sacco business policies requirements and ensure compliance

f) Analyze internal operations and identify areas of process enhancement

g) Ensures all functions and programs planned under branch operations are performed within established budgetary parameters, to include performing cost control activities**,** **monitoring revenues and expenditures**, and ensuring sound financial control.

h) In liaison with the HR department, support the implementation of the performance management systems by ensuring consistent achievement of the set targets.

i) Maintain working relationships with departments and Branches to ensure timely communication and delivery of service to customers.

j) Lead the development, implementation and review of operational policies, systems and procedures towards achievement of Sacco strategic and operational objectives

k) Drive continuous process improvement and innovation to strengthen operational performance

l) Monitor and oversee implementation of customer complaints resolution mechanisms and procedures ensuring achievement of the set Turn around Times

m) Supervise, appraise and coordinate call center operations

n) Supervise, appraise and evaluate branch performance to ensure consistent service quality and achievement of business targets

o) Address operational lapses in routine, risk and loss control procedures highlighted by internal audit.

p) To monitor and oversee that KYC and AML procedures are complied with.

Qualifications and Experience

1. Bachelor of Commerce (Finance / Banking), Bachelor of Business Administration, Economics, or equivalent

2. Professional accounting qualification, CPA – K or its equivalent will be an added advantage

3. At least three years' relevant experience at a management level in a Sacco or Financial institution with at least 3 years in operations department.

4.Strong understanding of Sacco governance and regulatory framework.

5. Computer literacy with Knowledge of computerized financial management systems

Competencies

The holder of the position must;

i. be of exemplary integrity and honesty

ii. must be empathic to customer needs

iii. have excellent financial analysis skills

iv. be decisive and possess quick judgment skills

v. possesses report writing, analytical and critical thinking skills

vi. be proactive and initiative

viii. have excellent communication and interpersonal and leadership skills

ix. must be self-motivated and a team player

HOW TO APPLY

Interested candidates and who meets the above qualifications are advised to apply enclosing copies of relevant certificates and testimonials, application letter, detailed CV and national ID by close of business 30th November 2026.

The chief executive officer,

Vision Afrika DT. Sacco society Ltd,

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