



VACANCY ADVERTISEMENT

Society Vision: **To redefine financial wellness.**

Stima DT Savings and Credit Cooperative Society Limited (Stima Sacco) is a leading country-wide, fast growing, and licensed DTS (Deposit Taking Sacco). To achieve the planned growth, The Sacco is looking for a qualified and competent person to fill the following vacancy.

DIASPORA RELATIONS OFFICER

Job Summary

Reporting to the Customer Experience Manager, the job holder will be responsible for managing and strengthening relationships with Diaspora members, ensuring seamless & timely service delivery, and enhancing customer experience. Specifically, he/she will drive business growth in line with the Diaspora business strategy, facilitate adoption of digital solutions, and ensure member satisfaction and retention.

Key Tasks and Responsibilities

1. Act as the liaison between the Society and the diaspora members, with a designated business portfolio and ensure growth Diaspora membership, and uptake of diaspora targeted products and services. This will involve
2. Conduct diaspora market intelligence for insights on new business opportunities, specific member needs and in collaboration with other departments provide customized financial solutions, including savings accounts, loan products, and investment opportunities.
3. Identify and pursue partnerships and collaborations to facilitate remittance, investments and knowledge sharing contributing to business growth and member support.
4. In collaboration with the marketing department, promote diaspora products and services through digital marketing, outreach programs, and diaspora-focused events, while monitoring product performance and usage.
5. Develop and maintain strong relationships with international money transfer service providers to ensure seamless fund transfers to member accounts and facilitate information exchange, minimizing unidentified deposits.
6. Manage operational aspects of diaspora business, including account opening, transaction processing, and reporting while ensuring adherence to compliance with Stima Sacco's operational guidelines and procedures with zero tolerance to operational risk & frauds and work with relevant departments to prepare necessary documentations and apply measures to manage and minimize the inherent and potential Risks.
7. Ensure adherence to regulations, KYC (Know Your Customer) and AML (Anti-Money Laundering) procedures, and other relevant guidelines including institutional compliance with local and international regulations (e.g. FATCA,) and monitor suspicious activity.



8. Monitor the appraisal, approval, disbursement and management of credit facilities while adhering to credit policies and procedures as well as contribute to periodic reviews of business policies and guidelines.
9. Ensure quality service delivery to diaspora members and adhere to service levels agreements to ensure member satisfaction and retention; ensure timely processing of all member-related transactions.
10. In liaison with the Member Education Officer, design and deliver training programs to members focused on financial literacy, compliance, product knowledge, and understanding SACCO operations, empowering them to effectively leverage SACCO services.
11. Monitoring key performance indicators (KPIs), and prepare periodic reports for the board and senior management on diaspora performance metrics
12. Any other duties that may be assigned from time to time.

PERSON SPECIFICATIONS

1. Academic Qualifications

- a. Bachelors' degree.
- b. Relevant Professional qualification where applicable.

2. Experience

- a. Should have a minimum of 6 years working in the Financial Industry; with relevant experience in Diaspora Banking and risk management
- b. Analytical and problem-solving skills
- c. Able to identify and minimize potential and inherent risks in banking services
- d. Communicates effectively and can explain complex Business issues
- e. Track record of excellent customer service experience and adherence to SLAs to achieve results
- f. Proficient in the use of a Core system and CRM

3. Knowledge, Skills and Attributes

- a. Digital Sales
- b. Analytical thinking
- c. Decisiveness & Judgement
- d. Personal Organization
- e. Meeting customer needs
- f. Managing relationships
- g. Self-development

4. Key Result Areas

- a. Timely submission of branch financial reports.
- b. Diaspora Customer Acquisition
- c. Diaspora Customer Retention



- d. Product Per Customer
- e. BAU delivery within set policies, Service Level Agreements, Approved processes and CX standards.
- f. Operation Risk Adherence.

Qualified applicants should apply on or before 5pm, 25th July 2025 using the link provided in the Society Website.

Only Shortlisted Candidates will be contacted.