



HAZINA SACCO SOCIETY LTD

HEAD OFFICE: KIBERA ROAD OFF NGONG ROAD, BEHIND SHELL PETROL STATION

JOB ADVERT

We are a fast-growing National SACCO with a country-wide membership from Government Ministries and Parastatals, private organizations and individuals.

Hazina Sacco Society wishes to recruit for the following positions: -

1. System Security Officer
2. Records Management Assistant
3. Loans Recovery Assistant
4. Customer Care Assistant
5. Marketing Assistant

1. SENIOR SYSTEM SECURITY OFFICER – 1 POST

Minimum Requirements

- Bachelor's degree in ICT, Computer Science or a relevant discipline from a recognized university.
- Relevant professional certifications in ICT security such as Certified Information Systems Security Professional (CISSP), Certified Information Security Management (CISM) or Certified Ethical Hacker (CEH), are preferred.
- Membership with CSK or associations related to ICT security is required.
- Six (6) years experience in system security management

Duties & responsibilities

- Implementing ICT security policies, procedures, and protocols to safeguard the SACCO's information assets, including databases, networks, and applications.

- Support deployment and ongoing maintenance of security controls and technologies such as firewalls, intrusion detection/prevention systems (IDS/IPS), and access control mechanisms to mitigate system security risks.
- Conducting security assessments, vulnerability scans, and penetration tests to identify and remediate security gaps in the SACCO's ICT environment.
- Provide technical support for monitoring security incidents and breaches investigating root causes, and implementing incident response procedures as necessary.
- Monitor for security incidents and breaches, lead root-cause investigations, and execute incident response procedures in a timely and effective manner.
- Participate in the implementation of data encryption, backup, and recovery mechanisms to protect sensitive information and ensure business continuity.
- Stay updated on ICT security trends, emerging threats, and best practices, contributing to the enhancement of the SACCO's security posture.
- Conduct system administration functions from time to time which includes; managing system infrastructure, supporting users, safeguarding data, and maintaining system performance.

Job Competencies

- **Technical depth** Solid grounding in ICT security principles, standards, and frameworks (e.g. ISO 27001, NIST CSF).
- **Systems knowledge** Familiarity with database management systems, network security technologies, and security assessment tools.
- **Analytical thinking** Strong ability to assess complex security risks, analyse incidents, and translate findings into actionable recommendations.
- **AI & emerging technology awareness** Understanding of AI-related security risks including adversarial attacks, data poisoning, and model misuse as well as the use of AI-driven security tools for anomaly detection, threat intelligence, and automated incident response.
- **Communication & collaboration** Effective interpersonal skills to work across functions and educate staff on security best practices.
- **Professionalism** High attention to detail, ability to work both independently and in team settings, with a consistent commitment to delivering results.

- Adaptability Demonstrated willingness to keep pace with the evolving ICT security landscape and rapidly adopt new technologies.

2. RECORDS MANAGEMENT ASSISTANT – 1 POST

Minimum Requirements

- A Bachelors Degree in Information and Records Management from a recognized University.
- Demonstrate professional competence and administrative ability in handling records management work
- Two (2) years experience in digital records management in a busy registry
- Knowledge of Navision and Electronic Document Management System (EDMS) is an added advantage.

Duties & responsibilities

- Assist Records Management staff in routine daily tasks under the direct guidance of the Assistant Records Officer I.
- Support the implementation of basic record management policies and systems in line with established procedures.
- Perform proper filing, indexing, and retrieval of paper and electronic records to ensure easy access.
- Help track file movements by accurately logging files borrowed from the registry and monitoring their return.
- Assist in opening new files and updating basic records of active files in use.
- Support the organization and basic maintenance of archived materials for proper storage and accessibility.
- Participate in basic staff orientation on simple records management practices as directed.
- Collaborate with team members to maintain smooth communication within the Administration department.
- Perform any other duties as directed by your supervisor.

Job Competencies

- Basic familiarity with records management principles and practices.
- Working proficiency in simple record - keeping tools.

- Strong attention to detail and accuracy in handling records.
- Good communication and interpersonal skills for team support and basic user assistance
- Eagerness to learn and adapt to standard record-keeping procedures.
- Team player

3. LOANS RECOVERY ASSISTANT – 1 POST

Minimum Requirements

- A Business-related Degree from a recognized University.
- Minimum of CPA Part 2
- At least two (2) years' experience in a similar position
- Qualification in credit management (CCP) and knowledge of Navision / proficiency in Ms Office with emphasis on Excel are an added advantage

Duties & responsibilities

- Monitor repayment schedules and follow up with members to ensure adherence to agreed-upon terms
- Contact delinquent members via phone, email or in person to discuss overdue loans.
- Negotiate repayment plans and arrangements tailored to members' financial situations
- Maintain accurate and detailed records of all interactions with delinquent members
- Prepare and submit regular reports on recovery progress, including updates on outstanding debts, collections made and recovery rates
- Provide prompt and courteous assistance to members
- Address member inquiries related to loans recovery
- Co-ordinate with external debt collection agencies to escalate recovery efforts
- Ensure compliance with internal policies, procedures and regulatory requirements throughout the debt recovery process
- Identify and report potential risks or issues that may impact loan recovery operations

Job Competencies

- Excellent communication and negotiation skills
- Basic understanding of credit recovery principles and practices
- Detail-oriented with a focus on accuracy

- Good interpersonal skills
- Ability to work with strict targets and deadlines

4. CUSTOMER CARE ASSISTANT – 1 POST

Minimum Requirements

- Bachelor's Degree in Public Relations / Communications or Business Management
- Two (2) years experience in a busy organization
- Basic accounting knowledge and experience in digital / social media marketing is an added advantage

Duties & responsibilities

- Implementing the Society's Customer Service Charter.
- Offer the voice of the customer to guide in marketing strategy, product improvement and member interaction improvement.
- Assist in developing and implementing member Retention Strategies that run throughout the year
- Provide formal advisory perspectives to ensure the organization is customer centric.
- Ensure an orderly and organized front office
- Handle telephone operating duties
- Provide feedback to the organization on all customer concerns.
- Ensure prompt dispatch of documents received at the reception to other departments for action.
- Handle the customer complaints & compliments register

Job Competencies

- Excellent communication skills.
- Basic SACCO product awareness.
- Good interpersonal skills
- Passion for customer service

5. MARKETING ASSISTANT – 1 POST

Minimum Requirements

- A Bachelor's Degree in Marketing / Communications from a recognized University.
- At least two (2) years' experience in a similar position
- Basic accounting knowledge and experience in digital / social media marketing is an added advantage

Duties & responsibilities

- Generate leads through field activities, referrals, and digital platforms.
- Recruit new members and support onboarding processes.
- Convert prospects into active members and loan customers.
- Follow up on inquiries and convert prospects into active members.
- Promote and sell Sacco products including loans and savings.
- Build and maintain strong relationships with members and potential partners.
- Provide accurate information on Sacco products and services.
- Participate in marketing campaigns, activations, and outreach programs.
- Support promotion of new products and initiatives.
- Maintain regular engagement with members to drive product uptake and retention.
- Meet and exceed assigned membership growth targets.

Job Competencies

- Excellent sales and negotiation skills
- Passion for brand marketing
- Great communicator
- Good planning and organization skill
- Proficiency in basic graphic design or social media management tools.
- Proven ability to contribute creative ideas within structured campaign frameworks.

How to apply

Interested candidates meeting the above requirements should apply online by filling in the data form from the link <https://forms.gle/4NvQBBmrkEkLj8rR9> After filling the data form, proceed and send an application letter with a detailed Curriculum Vitae (CV) to hr@hazinasacco.or.ke on or before 27th April, 2026. Only shortlisted candidates will be contacted.

[Hazina Sacco is an equal opportunity employer.](#)