



**CARITAS MICROFINANCE BANK LIMITED
JOB ADVERTISEMENT
VACANCIES JULY 2026**

Caritas Microfinance Bank is the fastest growing Micro Finance Bank in Kenya whose vision is to be the preferred household prosperity Bank. As part of our expansion strategy, we are seeking competent and qualified External Staff to fill the following positions:

CUSTOMER SERVICE OFFICER

JOB PURPOSE

Responsible for customer experience and desired image of the bank in the way they handle customers and provide the relevant information to ensure growth in terms of new customers, retention of existing customers and deposit mobilization

KEY RESPONSIBILITIES

- Welcome and attend to customers at the branch, responding promptly to inquiries and resolving complaints effectively.
- Accurately record and document all customer feedback, including complaints and compliments.
- Proactively engage customers with inactive and dormant accounts to encourage reactivation
- Assist customers with account opening procedures, ensuring all required documentation is completed.
- Conduct KYC (Know Your Customer) and AML (Anti-Money Laundering) checks to verify customer identity against shared information.
- Identify and report any suspicious, and fraudulent customer activities.
- Distribute the bank's product flyers and introduce key features to customers, ensuring proper follow-up
- Cross sell bank products to existing customers to increase product per customer
- Coordinate agent visits.
- Efficient execution of client's instructions and follow up.
- Collect and relay customer feedback.
- Ensure the banking hall is well stocked with promo material and necessary stationery.
- Management of turnaround time on customer queries as per the set SLAs
- Queue management in the banking hall.
- Ensure exceptional customer experience.
- Monitor the ambience and cleanliness of the banking hall throughout the day.
- Facilitate applications of channels as requested by the customers
- Coordinate the postage of parcels from the branch to designated recipients and back.
- Responsible for basic office supplies such as stationery, water etc
- To perform any other duty as assigned in line with the Organizational goals and objectives

QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Bachelor's degree in business related field
- 2 years' experience in the banking industry
- Proven patience in handling people of all levels
- Has clear communication skills
- Good knowledge of bank products
- Has a high level of attention to detail
- Has good Emotional Intelligence

Interested candidates who meet the criteria above are encouraged to send their application letters and detailed CVs to: Email: recruitment@caritas-mfb.co.ke.

Kindly indicate the position title on the subject line when applying.

Closing date for application will be **3rd August 2026**. Only shortlisted candidates will be contacted. For more information, please visit <http://www.caritas-mfb.co.ke>.