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## Excellent Career Opportunity

### A. KIMISITU DT SACCO OVERVIEW

Kimisitu DT Sacco 'the SACCO' is one of the fastest growing National and ISO 9001:2015 certified Tier-1 Deposit Taking SACCOs in the region. The SACCO was registered in 1985 and is regulated by SASRA (SACCO Societies Regulatory Authority of Kenya). Kimisitu DT SACCO has an open membership, majorly drawn from employees of Non-Governmental Organizations (NGO), Embassies, International Missions, Government Agencies, Corporations and businesses both locally and internationally. Our mission is *"We are committed to championing the financial independence of all our members"*, underpinned by prudent resource mobilization and exceptional customer care.

Kimisitu DT SACCO is seeking to recruit a dynamic, self-driven, and result-oriented individual to join her team in her fast-paced, modern work environment, to fill the vacancy listed below:

<b>Job Title:</b> Relationship Officer	<b>Reporting to:</b> Senior Marketing Officer
<b>Department:</b> Marketing & Business Development	<b>Location:</b> Mombasa
<b>Date:</b> 29 <sup>th</sup> January 2026	<b>Terms of Contract:</b> Three (3) Year contract, renewable on satisfactory performance.
<b>Position Summary:</b> <p>Kimisitu DT Sacco Ltd is seeking dynamic, self-driven, and results-oriented individuals to join our team as <b>Relationship Officer in the Mombasa region</b>. This role focuses on managing and nurturing relationships with new and existing members to drive growth in member recruitment, retention, and product adoption. Relationship Officers will act as the primary point of contact between the Sacco and its members, ensuring member satisfaction and contributing to the overall growth strategy of the Sacco.</p>	
<b>Key Responsibilities</b> <ul style="list-style-type: none"> <li>▪ <b>Member Engagement &amp; Relationship Management:</b> Build and maintain strong, long-term relationships with existing and prospective members through regular communication, providing excellent customer service, and understanding member needs.</li> <li>▪ <b>Regional Sales:</b> In charge of delivering and achieving assigned regional targets in liaison with the Regional Sales Agents.</li> <li>▪ <b>Member Recruitment &amp; Retention:</b> Actively recruit new members to the Sacco and ensure high levels of member retention through effective onboarding, support, and satisfaction initiatives.</li> <li>▪ <b>Product Promotion &amp; Cross-Selling:</b> Promote the full range of the Sacco products and services to both new and existing members, driving increased product uptake and ensuring members fully benefit from the Sacco's offerings.</li> <li>▪ <b>Sales &amp; Marketing:</b> Participate in sales activations, outreach programs, and marketing events in the assigned region to increase member growth, share capital, deposits, and loan uptake.</li> </ul>	

- **Member Education & Awareness:** Conduct presentations and workshops to educate members about the Sacco's products and services, encouraging informed decision-making.
- **Supervision:** Supervise and mentor the Regional Sales Agents.
- **Financial Advisory & Support:** Provide advisory services to members on available financial solutions, ensuring their financial goals align with the Sacco's products and services.
- **Reporting & Analysis:** Prepare and submit regular reports on relationship management activities, member feedback, and sales performance for review and analysis by the Senior Relationship Manager.
- **Team Collaboration:** Work closely with internal teams, including Marketing, Loans, and Customer Service, to ensure seamless service delivery and member satisfaction.
- **Compliance:** Ensure all member accounts and interactions comply with KYC, AML, and other regulatory requirements.

#### **Knowledge: Qualifications & Experience**

- Diploma or Degree in Sales, Marketing, Co-operative Management, Business Administration, or a related field.
- A minimum of 3 years of experience in customer relationship management, sales, or business development, preferably within the financial or cooperative sectors.
- Proficiency in computer applications and CRM systems.
- Knowledge of the SACCO operations, products, and regulations is an added advantage.

#### **Personal Attributes required for this role:**

- Excellent interpersonal and communication skills.
- Strong relationship-building and negotiation skills.
- Ability to work independently and manage multiple relationships concurrently.
- High level of integrity and ethical conduct.
- Self-driven, proactive, and results oriented.
- Strong problem-solving skills with a customer-focused approach.
- Team player with strong collaboration skills.

### **How to Apply**

Interested candidates meeting the above requirements should apply online by filling in the data form on this link [RELATIONSHIP OFFICER-MOMBASA 1 – Fill out form](#)

The data form must be fully filled. Incomplete forms will be disqualified. In addition, the applicants should send an application letter with a detailed CV to **jobs@kimisitusacco.or.ke** by COB **Wednesday, 11th February 2026**, clearly stating the email subject as “**Relationship Officer Mombasa.**” People with disabilities are encouraged to apply.  
Only shortlisted candidates will be contacted.

***Kimisitu DT Sacco Ltd never asks for money in return for advancement in any recruitment process. If you are ever asked for a fee, please report to Kimisitu SACCO on 0709 13600 or [jobs@kimisitusacco.or.ke](mailto:jobs@kimisitusacco.or.ke).***

[Kimisitu DT Sacco Ltd is an equal opportunity employer](#)