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07/03/2024

## JOB DESCRIPTION – INVESTMENT OPERATIONS ASSOCIATE - JUBA



**JOB TITLE:** Investment Operations Associate - Juba  
**DEPARTMENT:** Investment  
**LOCATION:** Juba  
**REPORTS TO:** Investment Manager - South Sudan  
**JOB GRADE:** Associate  
**DATE OF ADVERT:** 07/03/2024  
**DEADLINE:** 26/03/2024

### ABOUT INKOMOKO

Inkomoko supports entrepreneurs to grow their businesses in order to improve livelihoods, create jobs, and help communities thrive.

Founded in 2012, Inkomoko has worked with more than 60,000 entrepreneurs across East Africa, including thousands of refugee entrepreneurs. Inkomoko provides a combination of training, consulting, access to finance, and market-level systems change. We are the largest lender to refugee entrepreneurs in Africa.

Inkomoko has +380 staff in 30 offices across Rwanda, Kenya, Ethiopia, and South Sudan. Through Inkomoko's 2030 strategic plan, we are adding 4 additional countries to improve the lives of more than 7.6M people by serving more than 550,000 entrepreneurs and investing \$150M into refugee & host communities across Africa.

### INKOMOKO VALUES

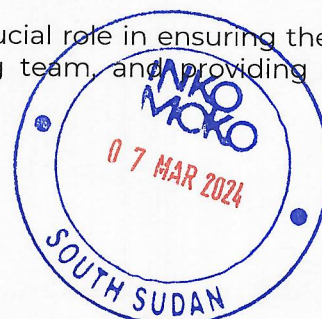
All staff at Inkomoko are connected to a shared set of organizational values:

- **Purpose:** be solutions-oriented, produce high-quality work, be a global leader.
- **Achievement:** push yourself to reach beyond what you previously thought possible.
- **Improvement:** be humble, engage in continuous growth through open & accurate feedback.
- **Bravery:** willing to take risks, create a safe space for others, be compassionate, inclusive.
- **We Eat Goat:** we celebrate success and support each other in hard times.

***Inkomoko is an affirmative action/equal opportunity employer. Refugees, women, and persons who reflect the diverse communities we serve are strongly encouraged to apply.***

### ABOUT THE OPPORTUNITY & RESPONSIBILITIES

The Investment Operations Associate at Inkomoko plays a crucial role in ensuring the smooth functioning of the lending process, supporting the lending team, and providing excellent customer service to borrowers.



The following are some of the key responsibilities of an Investment Operations Associate at Inkomoko:

#### **LOAN PROCESSING & CLIENT SERVICING (20% time)**

- Verify the loan applications and documentation.
- Ensure compliance with the lending policies and regulations.
- Prepare loan files for review by the lending team.
- Respond & resolve customer inquiries,
- Maintain a positive relationship with borrowers.



#### **DATA ENTRY & RECORD-KEEPING (45% time)**

- Enter accurate data into loan management systems.
- Maintain loan records.
- Update borrower information.
- Organize and maintaining loan documents.
- Ensure loan documents are filed correctly and can be accessed easily when needed.
- Maintain accurate and up-to-date records of loan applications, processing, and disbursement.

#### **REPORTING & COMPLIANCE (25% time)**

- Generate reports on loan applications, processing times, and other key performance metrics to assist in decision-making by the lending team.
- Ensure compliance with lending policies, regulations, and procedures.
- Communicate any issues to the lending team.

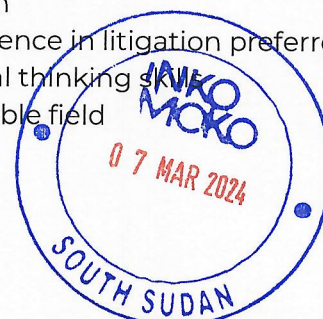
#### **PROCESS IMPROVEMENT & COORDINATION (10% time)**

- Identify areas for process improvement and advise the team.
- Recommend changes to improve the efficiency and effectiveness of the lending process.
- Coordinate with other departments within the organization to ensure smooth functioning of the lending process.

#### **MINIMUM REQUIREMENTS AND QUALIFICATIONS:**

**Investment Operations Associate** will be a trusted partner of Inkomoko South Sudan clients, and basic qualifications include:

- A University degree in Finance or another related field
- Must speak fluent English and South Sudanese Arabic.
- **Experience in loan management, microfinance, capital leases, and access to finance for Micro and Small businesses is STRONGLY preferred.**
- Prior experience dealing with customers/debt in a lending environment.
- Prior experience in Loan management system software
- Very strong attention to details and good follow through
- Comfort with the civil court system, and previous experience in litigation preferred.
- Unrelenting perseverance, personal integrity, and critical thinking skills
- At least 2 years of work experience in relevant or applicable field
- Must be able to legally work in South Sudan.





## **WHAT YOU'LL GET**

This role is inside a high-growth, mission-driven social enterprise. By joining, you'll access:

- Competitive salary, and potential Goal-based bonus
- Incredible company culture, including deep investment in your learning and growth.
- Diverse colleagues and policies that show our commitment to equity and inclusion.
- Talented, passionate, and committed team colleagues across the region
- Ability to make a significant social impact to your community.
- Generous health insurance, staff savings, parental leave, sabbatical, and more benefits.

## **TO APPLY**

**If you're excited about this role, please submit your cover letter and CV through the application portal or to Inkomoko Officer in Afex River Camps, near Konyo konyo Market, Ngong Road, Juba, South Sudan before 26<sup>th</sup> March 2024. Please clearly indicate the position you're applying for at the right corner of the envelope.** You can as well submit your cover letter and CV through the application portal <https://inkomoko-job-portal.web.app/home>

Tell us about what you'll bring to this growing Organization.

Inkomoko is committed to justice, diversity, equity and inclusion. As we seek to reflect the communities we serve, refugees and women are strongly encouraged to apply. As a company we have policies that ensure fair treatment in the application process.

NB: Only shortlisted candidates will be contacted. Employment is conditional upon successful background checks and other verification as needed.

All offers of employment will be subject to satisfactory references and background screening checks. Inkomoko also participates in the [Inter Agency Misconduct Disclosure Scheme](#), In line with this Scheme, we will request information from job applicants' previous employers about any findings of sexual misconduct, fraud, or abuse. By submitting an application, the job applicant confirms his/her understanding of these recruitment procedures.

