

JOB VACANCY ANNOUNCEMENT

COPEDU Plc is a Public Limited Company licensed by the National Bank of Rwanda to operate as a Financial Institution registered in the Office of the Registrar General with Company Code:100544628, P.O Box.4053, Kigali. COPEDU Plc is a Deposit Taking Financial Institution operating in Rwanda offering Banking services as mandated under the Rwandan law.

COPEDU PLC wishes to encourage all qualified, capable, and interested candidates to apply for the position of **Call Center Officer**.

Department: Business and Financial Product Innovation

Reports to: Customer Experience Manager

Location: Kigali

General Description:

Call center Officer is responsible for managing inbound and outbound customer interactions via phone and digital channels. The officer listens to client needs, provides accurate information, handles inquiries or complaints, and ensures clients are guided to the appropriate channels or solutions. This role contributes directly to customer satisfaction, retention, and the promotion of COPEDU Plc's products and services.

Key Responsibilities

- Respond to customer calls to understand their needs, complaints, or issues related to COPEDU Plc's products and services.
- Provide clear, accurate, and timely information to clients, propose solutions, and ensure they feel supported and valued.
- Actively listen to customers, clarify or confirm information, and manage interactions with angry or dissatisfied clients in a professional manner.
- Build and maintain lasting client relationships based on trust, responsiveness, and reliability.
- Promote or recommend products and services that better meet the clients' needs, contributing to sales and customer satisfaction.
- Participate in training programs and continuous learning opportunities to enhance product knowledge and improve service quality.
- Ensure that all customer interactions comply with COPEDU Plc' s policies, procedures, and service standards.
- Clearly communicate product details, service features, fees, terms, and conditions to clients.
- Uphold high standards of ethical conduct by treating all clients with respect, honesty, and integrity.
- Prepare and submit periodic reports on client interactions, feedback, and trends.
- Support walk-in or online customers by directing them to the appropriate department or channel.

Required Qualifications and Skills:

- Bachelor's degree (A0) in Marketing, Project Management, or Business Administration & Management.
- At least 1 year of experience in Customer care or call center service
- Mastery of various marketing and communication techniques.
- Negotiation skills.
- Proficiency in Kinyarwanda, French, and/or English, both spoken and written.
- Ability to manage multiple customer inquiries
- Integrity and ethics.

All applications must include:

- A motivation letter,
- A copy of the National ID,
- A detailed Curriculum Vitae (CV),
- Copies of academic and professional certificates.

What We Offer:

- Competitive and attractive salary package
- Annual leave allowance
- Long service recognition allowance
- Preferential interest rates on staff loans
- Annual performance bonus based on individual and company performance
- Medical insurance coverage
- Supportive and collaborative working environment
- Opportunities for continuous professional development and career advancement
- Etc.

Candidates are required to complete the online application form at the following link: <https://forms.gle/oKu4Us8u7omnUUPW9> no later than Saturday, 27th September 2025. Only selected candidates will be contacted. In case the link does not work, candidates are advised to send the required documents via email to: hr-recruitment@copeduplc.rw

Done on September 18th, 2025.



KABERA RWAGATARE Charles
Executive Director

