

RECRUITMENT NOTICE

COPEDU PLC, is a trading company engaged in savings and credits. It was registered as a trading company in the Development Bank (RDB) on February 21, 2013 and licensed by the Central Bank of Rwanda (BNR) on 13/03/2014 to operate as a microfinance institution in Rwanda.

COPEDU PLC invites interested all qualified, capable candidates to apply for the vacant positions here below:

1. Cybersecurity Manager.

General Description

The Cybersecurity Manager will be responsible for developing and implementing strategies to safeguard COPEDU PLC's digital assets and information systems. This role entails leading efforts to protect against cyber threats and ensuring compliance with relevant security standards and regulations.

Task Descriptions

- Develop and implement cybersecurity policies, procedures, and protocols;
- Conduct regular risk assessments and vulnerability scans to identify potential security gaps;
- Deploy and maintain security tools and technologies to detect and mitigate cyber threats;
- Monitor network traffic and system logs for signs of unauthorized access or suspicious activity;
- Coordinate with internal teams and external partners to respond to security incidents and breaches;
- Provide ongoing cybersecurity training and awareness programs for employees;
- Stay abreast of emerging threats and cybersecurity trends to continuously enhance the organization's security posture.

Requirements

- Bachelor's degree in computer science, Information Technology, or a related field;
- At least 4 years of experience in cybersecurity roles;
- In-depth knowledge of cybersecurity principles, technologies, and best practices;
- Experience with security assessment tools and techniques;
- Strong analytical and problem-solving skills;
- Excellent communication and interpersonal abilities;
- Ability to work independently and collaboratively in a fast-paced environment;
- Relevant certifications such as CISSP, CISM, or CISA are an asset.

2. Customer Experience Manager

General Description

The Customer Experience Manager will play a pivotal role in ensuring the seamless delivery of services to our valued customers. This role encompasses overseeing various touchpoints of customer interaction to enhance satisfaction and loyalty.

Task Descriptions

- Develop strategies to improve overall customer experience across all channels;
- Analyze customer feedback and implement necessary changes to enhance satisfaction levels;
- Collaborate with cross-functional teams to address customer pain points and streamline processes;
- Monitor key performance indicators related to customer satisfaction and retention;
- Lead initiatives to train and empower frontline staff to deliver exceptional customer service;
- Implement systems and processes to ensure efficient handling of customer queries and complaints;
- Stay updated on industry trends and best practices in customer experience management.

Requirements

- Bachelor's degree in business administration, Marketing, or a similar field;
- At least 4 years of experience in a customer-facing role;
- Strong communication and interpersonal skills;
- Analytical mindset with the ability to interpret data and derive actionable insights;
- Proficiency in CRM software and other relevant tools;
- Excellent problem-solving abilities and a customer-centric approach;
- Ability to work well under pressure and meet tight deadlines;
- Flexibility to adapt to changing customer needs and business priorities.

All applications must include a motivation letter, a copy of the ID, a detailed Curriculum Vitae including three references, and a copy of the notified degrees, these documents should be sent to the following e-mail address: hr-recruitment@copeduplc.rw no later than March 11, 2024. Only selected candidates will be contacted.

Done at Kigali on February 27th, 2024.


MUYANGO Raïssa

Managing Director