Vision: To Offer Diverse Payment Processing Services to Meet Customer Needs.

Job Title: Customer Support Officer
Reports to: Head of Technology Operations
Department: Technology Operations
Location: TMT Building , 2nd floor Ntinda Bukoto rd
Employment Type: Full-Time

Be Part of the Future. Join the RukaPay Team!

Are you ready to make your mark in Uganda's fast-evolving fintech space? At Rhino Payment Services, we are redefining how people and businesses send, receive, and manage money—securely, instantly, and affordably using RukaPay. From digital wallets to contactless payments, we are using data and building tools that power everyday transactions to unlock economic opportunity.

We're looking for bold, driven individuals who thrive in dynamic environments and are passionate about creating real impact. If you're excited by innovation, care about financial inclusion, and want to shape the future of digital payments in Uganda, then RukaPay is the place for you.

Apply Now: Send your application to **info@rukapay.co.ug** or **hr@rukapay.co.ug** and take the first step toward a career that matters.

1. Job Purpose

To provide frontline support to Rhino Payment Services users — merchants, agents, and partners — by resolving issues efficiently, managing inquiries, and escalating technical challenges to ensure a seamless customer experience and system reliability.

2. Key Responsibilities

- Serve as the first point of contact for customer inquiries across phone, email, WhatsApp, and in-app support.
- Resolve complaints or issues related to transactions, onboarding, account access, or technical glitches.
- Document and escalate unresolved cases to the technical team while ensuring timely follow-up and resolution.
- Maintain accurate logs of all interactions in the CRM or support platform.
- Provide feedback to product/technical teams on recurring issues or UX challenges.
- Assist in drafting and updating FAQs, support manuals, and knowledge base content.
- Monitor customer satisfaction and report trends to the Head of Technical Operations.
- Contribute to user training efforts and onboarding follow-ups when needed.

3. Skills & Competencies

- Diploma or Bachelor's degree in Business, IT, Customer Service, or related field.
- 1–3 years of experience in a support/customer care role, ideally in fintech, telecom, or banking.
- Strong communication skills in English and at least one local language.
- Ability to explain technical issues in simple terms.
- High level of attention to detail, empathy, and problem-solving ability.
- Experience using customer support tools (e.g., Zendesk, Freshdesk, or in-house systems).

4. Key Performance Indicators (KPIs)

- Average resolution time for support tickets
- Customer satisfaction (CSAT) scores
- % of tickets closed on first contact
- Escalation rate and turnaround time

5. Working Conditions

- Full-time role based at company headquarters in Kampala, Uganda.
- Occasional travel may be required for technical site support, partner engagements, or field testing.
- May involve flexible hours or weekend work during critical deployment phases.

6. Remuneration & Benefits

- Competitive basic salary plus commission-based incentives.
- Health insurance and other company benefits as applicable.
- Opportunities for training, professional development, and career growth.

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