KIGALI CITY
GASABO DISTRICT
GATSATA SECTOR
GATSATA SACCO - AMIZERO

ITANGAZO RYO GUTANGA AKAZI

GATSATA SACCO AMIZERO irifuza guha akazi abakozi babiri: Umucungasanduku (Cashier) n'Umukozi ushinzwe kwakira abakiriya (Customer Care).

INSHINGANO Z'UMUCUNGASANDUKU (CASHIER):

1. Kwakira no gucunga neza amafaranga ahabwa n'Umubaruramari cyangwa Umucungamutungo;
2. Kwakira neza Abanyamuryango baje kubitsa amafaranga yabo, kuyakira, kuyacunga neza no kuyandika buri munsi mu bitabo byabugenewe;
3. Kwakira neza Abanyamuryango ba SACCO baje kubikuza amafaranga yabo, kuyabaha no kuyandika buri munsi mu bitabo byabugenewe;
4. Gutanga raporo buri munsi ku micungire y'amafaranga yakiriwe n'ayatanzwe ku isanduku ashinzwe gucunga;
5. Gutunganya buri munsi inyandiko n'impapuro z'ibaruramari zabugenewe zigendanye n'isanduku y'amafaranga acunga akazishyikiriza umubaruramari cyangwa umucungamutungo;
6. Gukorana ubwitonzi n'ubushishozi akazi ke yirinda ibihombo cyangwa amafaranga y'ikirenga byagaragara mu micungire y'isanduku y'amafaranga ashinzwe;
7. Gucunga neza ibitabo by'icungasanduku aba yahawe ngo abyuzuze buri munsi;
8. Gukora indi mirimo yashingwa n'Ubuyobozi bwa SACCO igamije kuyiteza imbere.

IBISABWA KU MWANYA W'UMUCUNGASANDUKU:

1. Kuba afite nibura impamyabumenyi y'amashuri yisumbuye mu ibaruramari, mu icungamutungo, mu bukungu cyangwa andi mashami bifitanye isano. Kuba afite uburambe ku kazi nibura bw'imyaka ibiri mu bigo by'imari byaba ari akarusho;
2. Kuba azi gukoresha mudasobwa cyane cyane azi MS Excel, MS Word, PowerPoint na Internet
3. Fotokopi y'indangamuntu;
4. Fotokopi y'impamyabubumenyi (ntabwo ari ngombwa kuba iriho umukono wa Noteri, iriho umukono wa Noteri izanwa ari uko umukandida yemerewe akazi);
5. Kuba yiteguye guhita atangira akazi;
6. Gutanga amazina na telefoni y'abantu batatu (3) bamuzi neza ndetse n'icyo bakora.

INSHINGANO Z'UMUKOZI USHINZWE KWAKIRA ABAKIRIYA (CUSTOMER CARE):

1. Kwakira no gufasha abanyamuryango baje kubitsa no kubikuza
2. Gusuzuma ko amakuru ari mu gatabo k'umunyamuryango ahuye nari kuri historique ya konti ye
3. Gutanga serivisi nziza ku bagana SACCO
4. Kugira ubumenyi kuri serivisi zinyuranye za sacco no gushobora gutanga amakuru y'ingenzi ku bayigana
5. Gutanga raporo y'ibibazo bitakemutse ku bamukuriye
6. Gufasha abanyamuryango gukemura ibibazo bahuye nabyo abahuza n'ababafasha

7. Gusobanurira abanyamuryango uko konti yabo ihagaze
8. Gufasha abanyamuryango kuzuza ibisabwa
9. Gufunguriza konti abanyamuryango bashya hakurikijwe amabwiriza
10. Kumenyesha abanyamuryango impinduka zabaye urugero nka product nshya,etc
11. Kugeza ku bamukuriye ibyo abanyamuryango bishimiye cyangwa banenze
12. Gutanga inama no kwigisha abagana sacco uko bakwizigamira mu rwego rwo kubafasha gushora imari
13. Gusobanurira abakiriya ubwoko bunyuranye bw'inguzanyo zitangwa muri sacco no kubamenyesha ibisabwa ngo babone inguzanyo no kubayobora muri serivisi yabafasha kubona ibisobanuro bihagije.
14. Gucunga neza ububiko bw'amafishi no kuyabungabunga kuko hariho igihe biba ngombwa ko yifashishwa.
15. Gutanga raporo igihe cyose bibaye ngombwa
16. Gufasha kontabure inshingano zimwe na zimwe

<u>IBISABWA KU MWANYA W'UMUKOZI USHINZWE KWAKIRA ABAKIRIYA (CUSTOMER CARE)</u>

1 Kuba afite nibura impamyabumenyi y'amashuri yisumbuye mu ibaruramari, mu icungamutungo, mu bukungu cyangwa andi mashami bifitanye isano;
Kuba afite impamyabumenyi y'icyiciro cya 2 cya kaminuza (A0) mu mashami yavuzwe haruguru no kuba afite nibura uburambe ku kazi bw'imyaka ibiri mu bigo by'imari cyangwa amabanki byaba ari akarusho;
2 Kuba azi gukoresha mudasobwa cyane cyane azi MS Excel, MS Word na PowerPoint na Internet
3 Fotokopi y'indangamuntu;
4 Fotokopi y'impamyabumenyi (ntabwo ari ngombwa kuba iriho umukono wa Noteri, kuko iriho umukono wa Noteri izanwa ari uko umukandida yemerewe akazi);
5 Kuba yiteguye guhita atangira akazi;
6 Gutanga amazina na telefoni y'abantu 3 bamuzi neza ndetse n'icyo bakora.

<u>IGIHE CYO GUTANGA IBISABWA</u>:

Ibaruwa isaba akazi yandikiwe Perezida w'Inama y'Ubuyobozi ya Gatsata SACCO Amizero iherekejwe n'umwirondoro ugaragaza abantu batatu bamuzi neza, n'ibindi byangombwa bisabwa byavuzwe haruguru bizagezwa ku cyicaro gikuru cya **GATSATA SACCO AMIZERO** kiri mu Akarere ka Gasabo, Umurenge wa Gatsata, Akagari ka Nyamabuye bitarenze kuwa **Gatanu tariki ya 23/06/2023 saa sita z'amanywa**.

<u>Icyitonderwa:</u>

Urutonde rw'Amazina y'abazemererwa gukora ikizamini n'itariki yo gukoreraho ikizamini bizatangazwa nyuma.

Bikorewe i Kigali, kuwa 14 Kamena 2023.

KIGALI CITY GASABO GATSATA SACCO AMIZERO GATSATA SECTOR

NGENDO Alphonse
Perezida w'Inama y'Ubuyobozi