

Administrative Assistant for Agriworks Innovations Uganda Ltd.

About Agriworks

Agriworks Uganda Ltd. Is a small agricultural technology company that operates in Uganda, with aims to expand throughout East Africa. Agriwork develops, produces, and sells an innovative product line of small-scale irrigation technologies to commercial smallholder farmers, with ancillary business in agricultural consulting, project support, and tailored installations of irrigation systems.

About the Job

Agriworks is looking for an Administrative Assistant to manage general administrative and financial responsibilities. The candidate will be expected to complete administrative tasks and oversee the day-to-day operations of the company.

S/he will also be in charge of handling documentation, notices and communications, book-keeping, client management, recovery of debts to the company, reporting, and other responsibilities assigned to them.

The internship will primarily be located in Agriworks' office in Mbale, Uganda, which currently has 3-5 other staff members. Local travel will be required using either a company motorcycle or public transportation. Normal working hours are 9 – 5 Monday through Saturday, though special working hours will be required at various times which will be determined by the applicant or communicated in advance by the board. Some travel to other countries in the East African Community may be required on a case-by-case basis.

Duties and Responsibilities

The principal duties are as follows:

1. Operations planning

- a. Work with directors and other staff to develop monthly, quarterly and yearly operations targets
- b. Communicate operational targets to staff and develop weekly operations plans with staff members and other stakeholders

2. Operations administration

- a. Support Field Officers to record and report operations, progress towards targets, and challenges / bottlenecks
- b. Initiate and conduct meetings with suppliers, clients, partners, and other stakeholders to review progress, and address emerging opportunities and challenges.
- c. Ensure that staff and other parties submit all business related documentation, and ensure these documents are comprehensive and clear.
- d. Review staff and related parties' performance, and work with them towards improvement.

e. Develop and execute responsive and appropriate operations management systems (HR, procurement, inventory, installations, maintenance and repair, customer service)

3. Manage contracts and relationships

- a. Maintain regular communications and act as a point of contact with clients, suppliers, collaborators, and other third parties
- b. Handle customer relations and direct all customers requiring support to appropriate solutions
- c. Participate in development and review of credit / financial products for Agriworks customers
- d. Participate in development and review of contracts with institutions and individuals related to Agriworks operations

4. Financial accounting and reporting

- a. Record all transactions according to standard accounting and book-keeping principles
- b. Ensure all business documentation procedures are followed and appropriate records maintained
- c. Assist in developing monthly, quarterly, and annual financial reports
- d. Manage and account for all daily cash withdrawals and deposits related to operations
- e. Design and implement systems and procedures ensuring effective internal financial controls

5. Manage and oversee hire-purchase and cash sales

- a. Assess completion of application packs for clients of hire-purchase sales.
- b. Conduct due diligence and quality control of incoming hire-purchase applications
- c. Develop and execute policy related to the credit and customer set up process.
- d. Communicate credit related decisions and notices
- e. Advise Hire-Purchase committee on credit status in the company
- f. Plan and organize activities of credit / customer set up team to ensure file reviews are completed timely & accurately
- g. Initiate process improvement and quality reviews to simplify and improve productivity
- h. Ensure complete documentation of all cash and credit-related sales
- i. Resolve credit issues with customers
- j. Develop regular cash and hire-purchase reports

Required Skills

- 1. **Communication:** The successful applicant will communicate effectively both within and outside the company. This includes good judgment about when and how to communicate relevant information. The candidate will have strong skills in accurate, concise, and comprehensive communication in verbal, written, and digital formats.
- 2. **Expertise in Business Operations:** This includes knowledge of standard accounting and bookkeeping principles, contract management, inventory / stores management, business documentation, logistics, and customer support.
- 3. **Ability to Learn Quickly:** There will be a number of skills that must be learned on the job. We expect the applicant to be able to focus on training and self-learning to rapidly gain expertise in various skills required to complete the roles of the position.

Desired Characteristics

This position will be responsible for key functions of the company, and will thus be expected to embody character traits that uphold a positive and strong organizational culture.

1. **Professionalism:** The applicant must be maintain a high level of professionalism in their time management, respect for others, maintenance of property, and work ethic. This includes discretion in personal discussion within the work environment to avoid offence towards any other person involved, whether intended or unintended.
2. **Ethics:** The applicant must conduct all company business according to the highest moral standard. This requires honest and comprehensive management of resources related to the company according to their intended purposes. It also includes truthful reporting of all activities and events to the directors.
3. **Motivation:** The applicant must be highly motivated to achieve the objectives of the position. There may be times when the company requires effort above and beyond the scope of this job description, and we ask the applicant to be willing to engage in the position's role in a deliverable-oriented manner.
4. **Open Mindedness & Diligence:** The applicant must be able to consider various ideas, positions, and views on a situation to make decisions objectively and based on the best information available.
5. **Creativity & Innovation:** The applicant will have a strong ability to contribute to new ideas, approaches to completing the objectives and tasks associated with this position.
6. **Entrepreneurship & Problem Solving:** The applicant will gain satisfaction from solving problems for the company and for our customers.
7. **Positive Attitude and Perseverance:** The applicant may face hardships in this position. We expect them to show personal resilience to overcome challenges and maintain a positive attitude at all times.

Qualifications

Required:

1. Degree or Diploma in credit or business related field
2. 2+ years experience in credit and finance
3. 2+ years experience in small business administration / management
4. English Fluency

Desired:

1. Advanced degree in credit or business related field
2. 5+ years experience in credit, and small business administration / management
3. Experience in agriculture sector and agricultural lending

How to Apply

Please send a CV and cover letter to Abraham Salomon at agsalomon@ucdavis.edu and IDIN at idin-opportunities@mit.edu.

This is a part-time paid position with basic health insurance provided. In addition, we would be happy to work together with the candidate to apply for whatever other finances could be obtained to support them during the period. The position will last for at least six months with possibility for renewal and will preferably start as soon as possible.