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TESFA MICROFINANCE INSTITUTION S.C

Ref.No:- TMFI/0208/2026

Date: - Apr 27, 2026

## Vacancy Announcement

Tesfa Micro Finance Institution S.C (TMFI) is one of the financial Institutions that establishment as per the National Bank proclamation No.626/2009 to provide financial services to economical active entrepreneurs in rural & urban areas in all parts of the country. The institution is currently operating in **Addis Ababa, Adama, Hawassa, Wolita Sodo, Arba Minch, Gelana and Hossana.**

Thus, TMFI seeks qualified Candidates for **Heywet Branch (A.A)**

### Job Summary

Tesfa Microfinance Institution S.C. is seeking a qualified and experienced **Branch Customer Service Officer**

The Customer Service Officer is responsible for delivering high-quality service to clients by handling inquiries, processing customer requests, and ensuring a positive customer experience. The role supports daily operations by maintaining strong client relationships and promoting the institution's services.

### Key Duties and Responsibilities

- Provide excellent customer support and handle client inquiries
- Assist customers with account opening and service requests
- Maintain positive relationships with clients
- Ensure customer satisfaction and resolve complaints professionally



### Qualifications and Requirements

- BA Degree/Diploma in Business Administration, Management, Accounting, or related field
- Minimum 0-3 year's **relevant experience** in microfinance or banking sector.
- Strong communication and interpersonal skills
- Basic computer knowledge

### Application Procedure

Interested and qualified applicants are invited to submit their **CV, application letter, and copies of relevant documents** to the following address:-

**Address:- Ethiopia Kale Heywet Church Head Office 2<sup>nd</sup> building located in form of Africa Union or Tesfa Micro Finance Institution S.C** Email;-[tesfamicrofinance@gmail.com](mailto:tesfamicrofinance@gmail.com) Addis Ababa within 15 working days after the date of announcement.

Tel-0115-52-62-05/0970-20-20-70

Desires to see that the needs of poor people are met, and their dignity restored

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P.O. Box: 5829

CS CamScanner

*Handwritten signature*