



Job Description

Job Title: Customers Support Assistant (02)

Reports to: Senior Risk & Impact Associate

Location: Gulu and Lira (Remote), Uganda

About Cycle Connect

Cycle Connect is a socially-driven business that delivers agricultural products and tools to farmers living in remote, rural areas in Northern Uganda.

Millions of farmers are financially excluded and yet need access to products on credit. This is where Cycle Connect delivers, as we specialize in offering productive tools on financing plans, reaching the most last mile customers, and offering low barrier loan terms built for farmers, enabling them to increase their income and in turn propel their communities forward.

We have a growing number of assets in our portfolio, including oxen and plough, bicycles, motorcycles, grinding machines, and a rich pipeline for even more. To date, we have worked with over 14,000 farmers across two different branches and backed up by over 50 team members. We are venturing through an exciting time of rapid growth and scale throughout Uganda and are therefore looking to expand our team.



Position Summary

Responsible for completing customer service tasks that ensure customers have the information and assistance they need and maintain the company's positive reputation. Client relations, and managing customer experience you deliver key results to the Institution as per the set targets.

Key Responsibilities

You will support the credit department in tasks related to:

- Calling clients and customers to inform them about their loan details (due dates, installments, and compliance to repayment procedures.
- Calling clients and customers to inform them about the company's new products, services and policies.
- Reviewing customer or client accounts, providing updates and information about unpaid invoices and other account items for their loans and enforce repayments
- Take customer calls and provide accurate, satisfactory answers to their queries and



concerns.

- Guide customers through troubleshooting, navigating the company site, tech systems or using the products and services
 - Escalate situations involving dissatisfied customers , complicated matters, offering patient assistance and support
 - Train the customers on asset usage and inform them about the company's customer management policies
 - Pursuing accounts for full balance collections
 - Negotiating and collecting past due amounts
 - Collaborating with other departments to improve customer service and satisfaction
 - Support in Minor Investigations and findings of the bad loans and other delinquent cases.
-
- Any other relevant duties that may be assigned from time to time.

Educational Qualifications

- Minimum of diploma in business administration, Customer Service, Communication, or any other related field.

All interested applicants should apply online using this [Link](#) latest by Monday 15th December 2025

Reporting Date is 5th January 2026