

Job Title	Agent Support Officer
Reports to	Chief Operations Officer
Location	Kisumu, Kenya with travels across Western Kenya.
Position Type	Full-time
Remuneration	To be discussed upon shortlisting
Deadline	Sunday, February 15, 2026 at 12:00 AM EAT

About M-taka Waste Solutions Limited

M-taka is a tech-driven circular economy enterprise transforming how waste is collected, recovered, and recycled across urban Africa. Operating across the Western Region of Kenya, M-taka empowers informal waste actors—waste pickers, community aggregators, and recyclers—by linking them to traceable markets, digital tools, and inclusive financing.

Job Purpose

We are hiring a **dynamic and people-oriented Agent Support Officer** to provide field-level mentorship, onboarding support, and day-to-day engagement with M-taka agents, waste groups, and clients.

This role is critical to ensuring the successful rollout and sustained usage of M-taka's products, and services, at the grassroots level. The ideal candidate will blend strong community mobilization skills with a good grasp of technology and product adoption.

Key Responsibilities

1. Field Support & User Onboarding

- Train and onboard new M-taka agents, waste groups, and clients on how to use the platform and app-based tools.
- Provide regular in-person technical support, troubleshooting, and mentorship to agents in their areas of operation.
- Ensure agents are well-equipped with digital tools, knowledge, and materials to drive local adoption of M-taka services.

2. Mentorship & Performance Monitoring

- Coach agents and waste groups on entrepreneurship, service delivery, customer engagement, and data tracking.

- Monitor the performance and productivity of agents and provide feedback, encouragement, and corrective support.
- Identify knowledge or capacity gaps among agents and recommend relevant trainings or improvements.

3. Client Engagement & Growth

- Act as a frontline ambassador of the M-taka brand in the community.
- Promote the benefits of M-taka products and digital services to households, institutions, and businesses.
- Gather user feedback and insights to inform product improvement and user experience enhancements.

4. Stakeholder Engagement & Liaison

- Act as the liaison between M-taka and clients, community groups, and local leaders to build trust and drive program participation.
- Maintain regular communication with stakeholders to understand local needs, promote buy-in, and troubleshoot implementation challenges.
- Support community mobilization events, demo sessions, and campaigns targeting increased recycling culture and digital inclusion.

5. Reporting & Coordination

- Maintain accurate records of agent activities, uptake metrics, user challenges, and emerging needs.
- Submit timely weekly and monthly field reports to the Program Associate.
- Coordinate with the tech, communications, and finance teams to resolve agent issues and improve service delivery.

Qualifications, Experience and Competencies

- Diploma or bachelor's degree in Community Development, Environmental Studies, ICT, Business, Sales and Marketing, or related field.
- At least **two years** of experience in fieldwork, customer support, or community mobilization preferably in the informal waste or tech-for-development space.
- Practical knowledge of mobile apps, digital platforms, or mobile money systems.
- Ability to train and coach individuals or groups in both formal and informal settings.

- Strong interpersonal and communication skills in English, Kiswahili, and at least one local language spoken in Western Kenya.
- Experience working with youth, women's groups, cooperatives, or CBOs is a plus.
- Comfortable working in informal settlements or peri-urban areas with minimal supervision.
- Willingness to travel regularly and work closely with low-income and underserved communities