



EAST AFRICAN BUSINESS COUNCIL (EABC)

NATIONAL LIAISON OFFICER - RWANDA

Reports to	Head of Membership and Commercial	Duty station	Kigali, Rwanda
Work base	EABC National Focal Point Office	Travel	Rwanda & EAC as required.
Employment	Full-time, performance-driven appointment	Application deadline	Sunday, 18 October 2026 at 5:00 p.m. EAT

1. About the East African Business Council

The East African Business Council (EABC) is the regional apex body of private sector associations and corporates in the East African Community. Established in 1997, EABC advances private sector-led growth by promoting a conducive business environment, regional trade and investment. EABC represents business interests across the eight EAC Partner States and holds Observer Status in EAC policy formulation and decision-making processes.

2. Purpose of the Position

The National Liaison Officer (NLO) - Rwanda will serve as EABC's country-level focal point for membership development, collections, retention, member engagement and stakeholder relations in Rwanda. The NLO will work from the EABC National Focal Point Office in Kigali and coordinate closely with the EABC Secretariat in Arusha.

The position is performance-driven and is intended for a results-oriented professional who can strengthen EABC's visibility and member value in Rwanda, convert prospective members into paid-up members, follow up renewals and arrears, capture business issues for advocacy, and maintain strong relationships with the private sector, Government institutions, regulators and development partners.

3. Key Responsibilities

A. Membership Collections, Recruitment and Retention

- Drive membership fee collections, renewals and arrears recovery in Rwanda, with clear account-level actions and payment timelines.
- Recruit new members from priority sectors, including Transport & Logistics, Agribusiness, Banking and Financial Services, Manufacturing, ICT and Digital Economy, Energy, Tourism and Hospitality, Construction and Real Estate, Professional Services, and other businesses with regional operations across East Africa.
- Maintain and actively manage a qualified prospect and priority-account pipeline, ensuring timely follow-up on leads, renewals and arrears.
- Strengthen member retention by maintaining regular engagement with existing members and ensuring timely onboarding of new paid-up members.

B. Member Value, Engagement and Advocacy

- Capture member concerns, non-tariff barriers, regulatory challenges and business opportunities, and coordinate follow-up with relevant EABC technical teams.
- Provide members with regular updates on issues raised and demonstrate value through EABC advocacy, policy dialogue, networking and business-support platforms.

- Leverage Central Corridor engagements, High level forums, CEO dialogues, roundtables and other EABC platforms to support recruitment, retention and membership collections.

C. Stakeholder Engagement and Country Representation

- Maintain strong working relationships with EABC members, the National Focal Point, private-sector organisations, Government institutions, regulators, development partners, chambers and business associations.
- Represent EABC in relevant national meetings and stakeholder engagements and promote EABC's regional private-sector mandate.
- Identify partnership, sponsorship and commercial opportunities and coordinate follow-up with the Membership and Commercialisation Manager and relevant Secretariat teams.
- Support mobilisation and coordination of EABC national and regional activities in Rwanda.

D. Systems, Reporting and Performance Discipline

- Maintain an accurate Rwanda member register, arrears list, renewal calendar, prospect pipeline and engagement records.
- Participate in weekly membership performance reviews and provide updates on collections, renewals, recruitment and priority accounts.
- Submit the monthly Rwanda country scorecard by the third working day of the following month, supported by evidence and reconciled collection figures.
- Maintain proper records of engagements, commitments and follow-up actions and provide management updates as required.
- Perform any other duties relevant to the successful delivery of EABC's mandate as assigned by the Membership and Commercialisation Manager or Executive Director.

4. Minimum Qualifications and Experience

- Bachelor's degree in Marketing, Business Administration, Commerce, Economics, Social Sciences, International Trade, Public Policy or another relevant field.
- At least five years of relevant professional experience in membership development, business development, sales, account management, collections, private-sector engagement or a closely related field.
- A demonstrable record of meeting membership, sales, revenue or collection targets. Applicants should clearly state relevant targets managed and results achieved.
- Experience working with companies, business membership organisations, chambers, associations, Government institutions, development partners or public-private dialogue platforms.
- Good knowledge of the Rwanda private-sector landscape, EAC integration, cross-border trade and investment issues.
- Strong competence in spreadsheets, CRM or database management, pipeline tracking, digital collaboration tools and management reporting.
- Excellent written and spoken English and Kinyarwanda.
- **Only Rwandan nationals are eligible to apply.**

5. Required Competencies

Competency	Expected Behaviour
Revenue and membership drive	Works consistently toward collections, renewals and recruitment targets and follows commitments through to closure.
Relationship management and negotiation	Builds trust with members, prospects, associations, regulators and partners and converts relationships into measurable results.

Planning and follow-up	Maintains accurate account pipelines, deadlines, records and next actions and follows up with discipline.
Communication and influence	Presents EABC's value proposition clearly and communicates professionally in writing, meetings and stakeholder engagements.
Member service orientation	Understands member needs, coordinates timely support and demonstrates visible value that strengthens retention.
Integrity and financial discipline	Protects the accuracy of collection information and maintains transparent, evidence-based and auditable records.

6. How to Apply

Interested candidates should submit the following in English:

1. A cover letter clearly demonstrating suitability for the role and highlighting specific membership, sales, revenue or collections achievements.
2. A detailed curriculum vitae stating current position, email address, telephone contacts and three professional referees.
3. Copies of relevant academic, professional certificates and National ID.

Send applications to: procurement@eabc-online.com cc director@eabc-online.com

Email subject: Application - National Liaison Officer - Rwanda

Deadline: Sunday, 18 October 2026 at 5:00 p.m. East Africa Time

Only shortlisted candidates will be contacted.

EABC is an equal opportunity employer. Recruitment is based on merit and without discrimination.