



CAREER OPPORTUNITIES AT EQUITY BANK.

Equity Bank is one of the region's leading Banks whose purpose is to transform the lives and livelihoods of the people of Africa socially and economically by availing them modern, inclusive financial services that maximize their opportunities. With a strong footprint in Kenya, Uganda, Tanzania, Rwanda, DRC and South Sudan, Equity Bank is home to more than 20 million customers – the largest customer base in Africa. Currently the Bank is seeking additional talent to serve in the role outlined below.

MEDICAL SCHEME ADMINISTRATIVE ASSISTANT

Job Title: Medical Scheme Administrative Assistant

Department: Human Resource

Reports to: Bank Nurse

Job Level: Officer

Location: Equity Bank Headquarters

Job Summary

To provide administrative support in the coordination of the staff medical scheme, wellness and health & safety activities. The position ensures proper documentation, communication, and follow-up with staff and service providers to support efficient operations and quality service delivery. The role may occasionally require working beyond normal hours to meet urgent deadlines or respond to member or provider needs.

Key Responsibilities and Accountabilities

- Maintain and update records of medical scheme members and dependents.
- Support the issuance of medical cards for staff and dependents.
- Manage correspondence and calls from staff and medical providers, ensuring timely follow-up.
- Assist in preparing and submitting supplier creation forms
- Assist in EBM request.
- Assist in invoice recording and submission for payment
- Assist in scheduling wellness activities, meetings, and provider visits.
- Prepare simple reports as directed.
- Ensure confidentiality and secure handling of all medical scheme documentation.

Qualification, Experience, Skills and Attributes

For the above position, the successful applicant should fulfil the following requirements:

- Bachelor's Degree in any related field
- Strong computer skills (Word, Excel, PowerPoint, Outlook).
- Excellent organizational, communication, and interpersonal skills.
- High level of integrity, confidentiality, and attention to detail.



- Ability to multitask and work independently with minimal supervision
- Customer service-oriented attitude.
- Flexibility and commitment to occasionally work extra hours to meet deadlines or support urgent operational needs.

If you meet the above requirements, submit your application quoting the job opportunity you are applying for as subject of your email through the email address below by **12th November 2025**. Please include detailed Curriculum Vitae, copies of the relevant certificates, testimonials, and daytime telephone contact and email address. **Only short-listed candidates will be contacted.**

Email to: **jobsrwanda@equitybank.co.rw**

Equity Bank is an equal opportunity employer. We value the diversity of individuals, ideas, perspectives, insights, values and what they bring to the workplace.