



Cooperative Quality Technicians

Job Description

Company Overview

Masaka Creamery's mission is to delight our customers by producing beloved products, with uncompromising devotion to our values. We manufacture high quality dairy products under the Masaka Farms label from our headquarters located in the Kigali Special Economic Zone. Masaka Creamery actively recruits from the Deaf community in Rwanda, and currently boasts a production team that is 100% Deaf. We are a values-driven organization working diligently toward our vision of being admired in Rwanda and beyond for exemplary culture, quality and inclusion as we scale to 10,000 liters per day.

As part of this commitment, Masaka Farms will implement a **three-year project supported by Mastercard**, focused on creating meaningful training, skills development, and employment opportunities. **Young people, particularly young Deaf women under the age of 35, are strongly encouraged to apply for this position.**

Position Overview

Masaka Creamery is seeking detail-oriented **Cooperative Quality Technicians** to conduct milk quality testing and support quality assurance at cooperative and milk collection sites.

Cooperative Quality Technicians play a critical role in safeguarding product quality from the point of collection, ensuring that milk received from cooperatives meets Masaka Creamery's safety and quality standards before it reaches production.

This role requires strong technical accuracy, integrity, and the ability to work respectfully with cooperative staff and farmers. The role reports to the **Technical Manager** and coordinates closely with the Cooperative Relationship team.

Key Roles & Responsibilities

Key responsibilities include, but are not limited to:

- Conduct milk quality tests at cooperative and collection sites, including fat content, adulteration, and bacterial load screening.
- Ensure testing is carried out accurately, consistently, and in line with Masaka Creamery's quality standards and protocols.
- Record and report quality data promptly and accurately for each collection site.
- Calibrate and maintain testing equipment, escalating faults or issues as needed.



- Identify and flag non-compliant milk supply, and communicate findings to the Cooperative Relationship team and Technical Manager.
- Train and coach cooperative staff on proper hygiene, handling, and storage practices to maintain milk quality.
- Support root-cause investigation and corrective actions when quality issues arise.
- Ensure cold-chain and storage conditions at collection sites meet required standards.
- Maintain organized, accurate records of all tests and inspections for traceability and audits.
- Coordinate with the central Quality Assurance lab to align field testing with overall quality systems.
- Perform other quality-related duties as assigned.

Required Qualifications

- Diploma or degree in Food Science, Dairy Technology, Laboratory Sciences, or a related field.
- Experience conducting milk or dairy quality testing preferred; training will be provided where needed.
- Strong attention to detail and commitment to accuracy and integrity in testing and reporting.
- Comfortable using and maintaining basic laboratory and field-testing equipment.
- Willingness to travel regularly to rural cooperative and collection sites.
- Good communication skills, with the ability to train and coach cooperative staff respectfully and clearly.
- Fluency in Kinyarwanda required; working knowledge of English or French an advantage.

Compensation & Working Conditions

- **Compensation:** Competitive compensation based on experience and qualifications.
- **Location:** Masaka Creamery, Kigali Special Economic Zone, Rwanda, with regular travel to cooperative and collection sites.
- **Reporting:** Cooperative Quality Technicians will report to the Technical Manager.
- **Working Schedule:** Working hours and travel will be determined based on collection schedules and operational needs.

Equal Opportunity & Inclusion

Masaka Farms is committed to creating an inclusive workplace and expanding employment and professional development opportunities for the Deaf community.

We particularly encourage applications from **young women under the age of 35**, including **young Deaf women**, who meet the requirements of this position.

Selection will be based on the qualifications, competencies, experience, and suitability of candidates for the role.



