



Cooperative Site Manager

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 a reliable and hands-on **Cooperative Site Manager** to oversee day-to-day operations at a designated milk collection and cooperative site.

The Site Manager will be responsible for the smooth running of the site, including staff supervision, equipment and cold-chain management, quality and volume record-keeping, and serving as the primary liaison between Masaka Creamery and the local cooperative.

This role requires strong organizational skills and the ability to work independently while maintaining close coordination with Masaka Creamery headquarters. The role reports to the **Cooperative Relationship Manager**.

Key Roles & Responsibilities

Key responsibilities include, but are not limited to:

- Oversee day-to-day operations at the assigned cooperative/collection site, ensuring smooth and timely milk collection.
- Supervise site staff, ensuring adherence to hygiene, safety, and operational procedures.
- Maintain and monitor site equipment, including testing and cold-chain/storage equipment, escalating maintenance needs promptly.
- Accurately record daily milk volumes, quality results, and delivery data.



- Serve as the primary on-site liaison between Masaka Creamery and cooperative leadership and member farmers.
- Ensure the cleanliness, safety, and orderly organization of the site at all times.
- Support basic inventory and supply management for site operations.
- Escalate quality, volume, or relationship issues to the Cooperative Relationship Manager promptly.
- Support the onboarding of new farmers or staff at the site as needed.
- Prepare regular site performance reports for Masaka Creamery headquarters.
- Perform other duties as assigned to support site and cooperative operations.

Required Qualifications

- Diploma or bachelor's degree in Agribusiness, Business Administration, or a related field.
- Prior supervisory or site management experience, ideally in agriculture, dairy, or a related sector.
- Basic understanding of milk collection, cold-chain handling, and quality requirements.
- Good organizational and basic financial/inventory management skills.
- Strong integrity and reliability in managing site operations and records independently.
- Good communication and people-management skills.
- Fluency in Kinyarwanda required; working knowledge of English or French an advantage.

Compensation & Working Conditions

- **Compensation:** Competitive compensation based on experience and qualifications.
- **Location:** Based at an assigned cooperative/collection site in Rwanda.
- **Reporting:** The Cooperative Site Manager will report to the Cooperative Relationship Manager.
- **Working Schedule:** Working hours will be determined based on collection schedules and site 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.

