THE DIGITAL MONKEYS

Finance & Ops Assistant

Full time, on site in Milimani, Nairobi

Finance & Operations Department | Reports to the Head of Finance & Operations

At a glance

Detail	Summary
Job title	Finance & Ops Assistant
Department	Finance & Operations
Reports to	Head of Finance & Operations
Job type	Full time, one-year fixed-term renewable contract, on site
Location	Suite 14, Pergola Flats, Jakaya Kikwete Road, Milimani, Nairobi
Schedule	Monday to Friday, 8:00 AM to 5:00 PM; occasional work outside these hours as required
Pay	KES 35,000 to KES 45,000 gross per month, depending on experience
Experience	0–3 years of relevant finance or operations experience
Works alongside	Finance & Operations, Client Service, department leads and external service providers
Reporting into you	No direct reports

About The Digital Monkeys

The Digital Monkeys is a Nairobi based digital agency that has spent ten years helping brands show up properly. We work with clients across FMCG, beauty, insurance, automotive and financial services, in Kenya and the wider East African region.

Our Finance & Operations team keeps the agency financially healthy and operationally efficient. We work across departments to ensure client work is billed, suppliers are paid, records are reliable and the business operates within agreed policies and controls.

About the role

We are looking for a Finance & Ops Assistant who enjoys both numbers and the practical work of keeping a business running. You will support invoicing, collections, bookkeeping, budget monitoring, supplier payments, procurement administration, compliance, contracts, recruitment and office operations.

This is a hands-on support role, reporting to the Head of Finance & Operations. You will coordinate work across the agency, follow through on commitments and flag issues early. You will prepare and maintain reliable information; financial, legal and HR decisions remain with the authorised approvers.

What you will own

Six areas, described first in plain terms and then broken down into what they mean in practice.

1. Invoicing, collections and cash flow

Help ensure that work done is billed accurately and cash is collected on time.

- Coordinate with Client Service to keep billing records accurate and support invoicing on the 5th, 15th and 25th of each month.
- Track receivables, follow up overdue invoices, update commitments and escalate collection risks.
- Support a 30–45 day average collection period and an 85% collection rate.

2. Bookkeeping, reconciliations and payments

Keep the records dependable and support timely payments.

- Record transactions in Zoho Books, verify and record vendor invoices, and maintain supporting documents.
- Assist with monthly reconciliations and ensure accounting records are updated on time.
- Prepare and follow up supplier, salary and statutory payment documentation within approved cash flow and approvals.

3. Budgeting, procurement and office operations

Help the business use its resources responsibly.

- Track costs and budgets, flag variances and missing documentation for review.
- Support supplier coordination, procurement documentation, asset records and day-to-day office administration.
- Assist with resource allocation and operational reporting; escalate issues affecting delivery.

4. Business development and legal support

Keep commercial documentation moving and well organised.

- Coordinate prequalification submissions and support RFPs, tenders and business development documentation.
- Assist with draft client contracts and coordinate with the legal consultant under supervision.
- Maintain contract records and initiate renewals at least one month before expiry.

5. HR, recruitment and people operations

Make the administrative side of people processes work reliably.

- Support sourcing, assessment, shortlisting, candidate communication and interview scheduling.
- Assist with onboarding, the internship programme, learning management system and SOP coordination.
- Maintain relevant HR documentation with care and confidentiality.

6. Compliance, systems and continuous improvement

Keep critical records current and make everyday processes more efficient.

- Maintain company compliance documents and support tax, legal, HR and operational compliance tracking.
- Use Zoho Books, Zoho People, Google Workspace and the company project management system in line with SOPs.
- Work collaboratively, complete 30 hours of learning per quarter and apply learning to improve efficiency.

What success looks like

Success means accurate financial records, disciplined cash flow support and reliable operational follow-through across the agency.

The three performance areas

Area	What we look at	What good looks like
Financial accuracy and cash flow	Invoicing, financial records, receivables, reconciliations and payment support.	Records are accurate and current, collections are followed up, and payment documentation is ready on time.
Operational and commercial support	Budgets, prequalification, RFPs, contracts, HR and compliance records.	Tasks are completed accurately and on time; renewals and risks are flagged before deadlines.
Systems, teamwork and learning	Policy compliance, internal feedback and agreed learning progress.	Work is traceable, colleagues receive timely support and new learning improves efficiency.

The foundation underneath them

Confidentiality, approval discipline, accurate documentation, teamwork and timely escalation underpin every part of this role. Speed is useful only when the work is dependable.

Your first year

We would rather be clear about expectations now than surprise you later.

Timeframe	What we expect
First 30 days	Learn the agency's systems, approval routes, billing calendar, receivables and compliance trackers; handle routine tasks with guidance.
By 90 days	Maintain routine transaction records, follow up receivables, support reconciliations and keep key trackers current with limited supervision.
By six months	Deliver dependable support across finance, procurement, contracts, HR and prequalification; identify risks and suggest practical improvements.
By one year	Consistently contribute to the agreed financial and operational KPIs and demonstrate stronger efficiency, accuracy and independence.

How performance is measured

The role is assessed across twelve weighted areas, totalling 100%. The standards below reflect the revised Finance & Operations role framework, applied at assistant level.

Area	Weight	The standard we hold
Invoicing accuracy	10%	Invoice on the 5th, 15th and 25th; coordinate billing records with Client Service. At least 90% accuracy and on time.
Collections	10%	Contribute to average collection period of 30–45 days and collection rate of 85%.
Financial records accuracy	10%	Transactions, vendor invoices, reconciliations and supporting records updated on time with at least 90% accuracy.
Budget efficiency / cost controls	10%	Monitor costs and flag budget variances promptly.
Business development support	10%	Coordinate prequalification and support RFPs accurately and on time.
Legal function support	10%	Draft contracts under supervision; initiate renewals one month in advance.
HR function support	10%	Recruitment, learning, SOPs, internships and onboarding support delivered accurately and on time.
Systems and policy compliance	10%	At least 90% compliance with company systems and policies.
Company compliance documents	5%	Compliance documents kept up to date.
Payments, supplier and statutory support	5%	Payment documentation and follow-ups completed accurately and on time.
Teamwork	5%	Positive internal feedback and timely support to teams.
Continuous learning and development	5%	30 hours per quarter on agreed learning path; apply learning to improve efficiency.

What you will bring

What we need you to have

- Diploma or degree in accounting, finance, business administration, commerce or a related field.
- Up to three years of relevant experience, including internships or practical exposure to finance, bookkeeping or operations. Strong entry-level applicants are welcome.
- Working knowledge of bookkeeping, invoicing, receivables and basic reconciliation processes.
- Good Microsoft Excel and Google Workspace skills, including organising records, basic formulas and tracking information accurately.
- Clear written and spoken communication, strong organisation, attention to detail and the ability to follow through on multiple tasks.
- Sound judgement, integrity and discretion when handling financial, employee and client information.

What would help but is not essential

- CPA studies or other relevant accounting training; exposure to Zoho Books, Zoho People or project management software.
- Exposure to procurement, office administration, HR support, tender documentation or working in a service-based business.

How you work

You are proactive, organised and willing to learn. You take ownership of agreed tasks, check your work, communicate early when something is missing and respect the people you work with. You are comfortable moving between a reconciliation, a supplier follow-up and a recruitment task without losing track of priorities.

What we offer

We publish the pay band because we would rather you know now than after three interviews.

- Salary of KES 35,000 to KES 45,000 gross per month, depending on experience and performance during the recruitment process.
- A documented job group and career progression framework.
- Practical exposure to accounting, cash flow, procurement, HR, compliance and business operations, with guidance from the Head of Finance & Operations.
- An opportunity to develop through an agreed learning path and work across teams in a growing agency.

How we hire

After an initial conversation, shortlisted candidates will complete a role-relevant practical assessment and panel discussion at our Milimani office. The assessment may cover bookkeeping and reconciliations, Excel, receivables follow-up, prioritising administrative tasks and handling confidential information.

The assessment will be aligned to the responsibilities and performance expectations described in this document.

Apply

Send your CV to dm@tdm.co.ke with the subject line “Finance & Ops Assistant”. Briefly tell us about relevant finance or operations experience, including internships, and why you are interested in the role.

The Digital Monkeys is an equal opportunity employer. We welcome applications from candidates of every background. If you need an adjustment to take part in the assessment, tell us when you apply.