



FINANCIAL SYSTEMS DEVELOPMENT SERVICES AG

FIDES | FINANCIAL SYSTEMS DEVELOPMENT SERVICES AG (www.fidesgroup.org) is a company focusing on the development and management of sustainable rural microfinance institutions and related research and consulting activities. Created in 1996 in France and located in Fribourg, Switzerland since 2007, FIDES brings a long experience in the field of financial systems development and small business promotion. FIDES has been involved in leading initiatives in Africa and in some of the most important rural microfinance systems in Eastern Europe.

FIDES staff includes 18 highly qualified permanent staff members (local staff in countries of intervention not included), functioning as a close-knit and mutually supportive team with long-term career perspectives at FIDES. The team covers the fields of competence necessary for successful greenfield creation and management of microfinance institutions and microfinance banks.

FIDES is currently creating several new institutions in Africa in partnership with international Development Finance Institutions (e.g. KfW, IFC) as well as private and other institutional investors. In order to strengthen its team, FIDES is looking for an:

Operations Manager (Expatriate position)

Location: we are currently recruiting for Western and Southern Africa.

Task and Responsibilities:

As the Operations Manager, you will take part in developing one of the leading microfinance banks in rural Africa. You will work closely with the General Manager and local executives of the institution. You will be responsible for the development of the branch network and supervision of all branches' operations. Your duties will include:

- Follow the achievement of the business plan's objectives
- Design and testing of the institution's savings and credit products, in coordination with other departments
- Promote the institution and its services
- Develop the client base and ensure the quality of the loan portfolio

- Participate in establishing the Management Information System of the institution
- Participate in the recruitment and ensure proper training of the branch staff
- Motivate, lead and mobilize the whole network staff
- Participate in regular reporting
- Develop procedures and manuals of the institution
- Ensure compliance with these procedures

Specific Qualifications:

- At least 5 years of professional experience of which at least 3 years experience in the area of Microfinance with successful track record
- At least 5 years experience as a Team Leader with successful track record
- Experience in Africa and in rural areas appreciated

Compensation: Competitive remuneration, in relation to the candidate's profile and experience

Please send your application (CV + covering letter) with the reference "**Operations Manager**" to: jobs@fidesgroup.org

For more information please contact Ms Thi Hanh Cao: +41 26 422 34 41