



Job Description

Title: Operations Manager

Status: Full Time, Employee

AXCEL FINANCE is the leading regional microfinance institution, dedicated to providing high quality and innovative financial solutions for individuals and micro-enterprises across several markets in the Caribbean. Through active community engagement, we have successfully promoted social mobility and economic activity.

As the **Operations Manager** you will be holding profit and loss accountability for the Country operation, you will be responsible for developing and executing integrated sales, relationships, and credit strategies aligned with the business plan to achieve desired revenue, expense and service goals in the market. The incumbent will oversee all functions and teams within the market and create a dynamic, warm, welcoming, and customer centric environment. An effective Operations Manager leads by example, coaches and holds the team accountable to do what's right for the customer and for the Company.

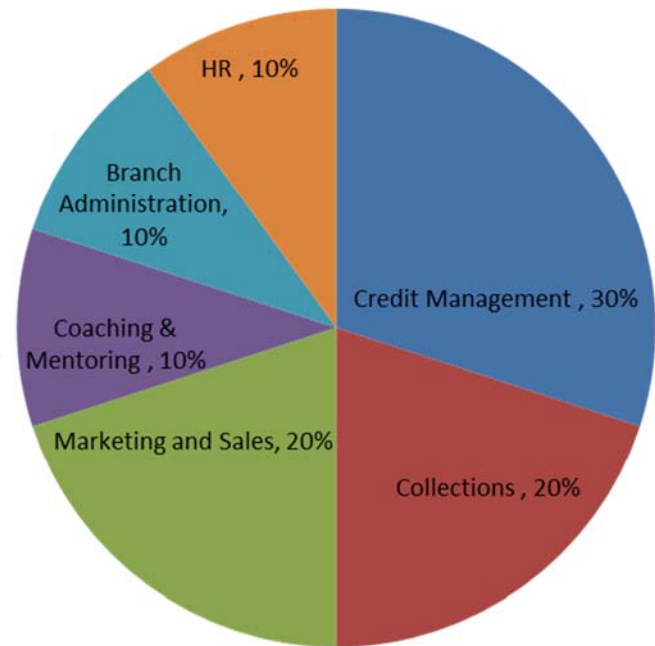
Key Responsibilities:

- (i) Financial management of the branch in keeping with financial reporting standards; developing and managing branch strategy, budgets and financial controls to meet strategic plans and objectives;
- (ii) Ensuring safe, sound and timely underwriting practices;
- (iii) Providing strong, compassionate and visible leadership which fosters positive attitudes and trust among employees, customers and prospects;
- (iv) Managing collections strategy and ensuring delinquency rates are within established targets;
- (v) Contributing to the formulation and implementation of short and long-term strategic plans and objectives throughout the region;
- (vi) Create proactive sales and service environment by maximizing employee productivity;
- (vii) Manage key relationships with clients and corporations;
- (viii) Monitor and control risks.

Qualifications/Traits:

- ✓ A degree in Business Management or related discipline.
- ✓ Minimum of 5 years of supervisory / managerial experience in microfinance or related industry.
- ✓ Experience in small business lending.
- ✓ Entrepreneurial business management orientation, sales planning, strong team-building skills
- ✓ Strong probing, communication, analytical, problem solving and decision makes skills to effectively resolve complex customer and employee issues.
- ✓ Job experience with extensive customer contact, including building and maintain customer relationships.
- ✓ Ability to work efficiently in a high demand, team oriented, and fast-paced environment

How You Will Spend Your Time:



Interested persons are invited to submit their application and resume via www.axcelfinance.com/careers.

Our company does not accept physical or email applications.