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JOB ADVERTISEMENT

Back Ground:

ACB Plc is a Christian Micro Finance Institution that started its operations in August 2006. It is licensed by the National Bank of Rwanda (BNR). Our vision is to be a leading Christian financial institution that contributes to holistic and sustainable development. Our mission is to bring holistic transformation into the community through quality financial services. Our values are quality service, transparency, integrity and accountability. We are committed to taking financial services closer to the people.

AMASEZERANO Community Banking (ACB Plc) is recruiting for a competent, qualified, dynamic and self-motivated individuals to fill the following positions below:

1. Director of Operations

Position: Director of Operations

Number of positions: 1

Reports to: Managing Director

Opening date: 13th July 2023

Closing date: 20th July 2023

We are looking for an experienced Director of Operations to organize and oversee the daily operations of the Bank. You will be the one to ensure that our business is well-coordinated and productive by managing its procedures and coaching its people.

The area of responsibility for this role is very wide and thus requires thorough knowledge of various Bank processes. The ideal candidate must be competent and able to plan many different kinds of



Taking financial services closer to the people

operational activities. He/She must be an excellent leader who can discover the most efficient ways to run the business.

Roles and responsibilities of Director of Operations:

- Liaise with superior to make decisions for operational activities and set strategic goals
- Direct all operational aspects including distribution operations, customer service, human resources, administration and sales
- Assess local market conditions and identify current and prospective sales opportunities
- Develop forecasts, financial objectives and business plans
- Plan and monitor the day-to-day running of business to ensure smooth progress
- Supervise staff from different Branches and provide constructive feedback
- Evaluate regularly the efficiency of business procedures according to organizational objectives and apply improvements
- Oversee customer support processes and organize them to enhance customer satisfaction
- Review financial information and adjust operational budgets to promote profitability
- Revise and/or formulate policies and promote their implementation
- Manage relationships/agreements with external partners/vendors
- Evaluate overall performance for the operations unit by gathering, analyzing and interpreting data and metrics
- Stay abreast of competing markets and provide reports on market movement and penetration
- Ensure that the Bank operations runs with legality and conformity to established regulations

Skills and qualifications required:

- Bachelors' degree in Finance, Accounting, Management or Business Administration. Having a master's degree is an added value.
- Having more than five (5) years of experience in banking sector managing different Banking Operations, enterprise strategies, finances, etc.
- Have demonstrated budget management experience in a similar job



- Have strong operational and financial knowledge.
- Having strong ethical leadership.
- Have strong writing and oral communication abilities.
- Holding strong interpersonal skills.
- Excellent organizational and leadership abilities
- Outstanding communication and people skills
- In depth knowledge of diverse business functions and principles (Finance, Credit, Management, Customer service etc.)
- Working knowledge of data analysis and performance/operation metrics
- Having outstanding organizational abilities.
- They must also have the ability to make projections.
- Fluency in English, Kinyarwanda and/or French
- Familiarity with MS Office and various business software

Competences:

- Leadership
- Negotiation skills
- Conflict management
- Decision-making
- People management
- Data processing skills
- Reporting skills
- Deadline-oriented
- Critical thinking skills
- Problem solving skills
- Planning and organizing
- Communication skills



How to apply

The interested candidates should submit their application documents (CV, Degree, certificates, Application letter, ID copy, and Original Church Recommendation letter signed by your church Pastor to the Head of Human Resources of ACB Plc, not later than 20th July 2023 (02:00 pm), at ACB Plc Head Office.

Important Note:

ONLY shortlisted candidates will be contacted for interviews. If you do not hear from us within 2 weeks from the closing date, consider your application unsuccessful.

Done at Kigali, on 13th July 2023

Eraste NSENGIYUMVA
Managing Director

