



TURAME COMMUNITY FINANCE S.A.

BP 7537, Bujumbura

BUJUMBURA - BURUNDI

OPERATIONS Manager *Job Description*

REPORTS TO: Managing Director, Turame Community Finance

LOCATION: Bujumbura, Burundi

JOB SUMMARY

The Operations Manager is responsible for the achievement of the budgeted operational goals contributing to the overall achievement of the institution's mission. The Operations Manager supervises Turame's branch managers and works closely with them to refine operational strategies. The Operations Manager is a member of the Executive Management Team along with the Managing Director and Finance Manager.

SPECIFIC RESPONSIBILITIES

- I. Achieve Results:
 - a. Use the financial and organizational resources provided to achieve or exceed the institution's goals and objectives for the fiscal period.
 - b. Work with the Management Team to solve problems, address training and capacity issues, find improvements and efficiencies for the benefit of the institution and its clients, assist with the design and manage the implementation of new products, and to grow the institution.
- II. Supervision of Branch Managers:
 - a. Ensure that operations are carried out in accordance with Turame policies and procedures.
 - b. Working with the branch managers, establish and ensure the review and achievement of the annual operational goals for each branch.
 - c. Conduct regular meetings with branch managers individually and as a team to discuss operational issues and solve problems.
 - d. Serve as the primary contact to respond to the needs of the branch managers including cash flow management, application of policies, etc.
 - e. Conduct the annual performance review for each branch manager and establish their personal standards of performance and development program for each new annual period.
- III. Spiritual Integration and Christian Witness:
 - a. Ensure that the operations of the institution are consistent with the overall spiritual goals/plans and values of the institution. Model this activity for other staff.
- IV. Planning:
 - a. Ensure that the Microfin planning model for the organization reflects current operational strategies including client, staff, and portfolio growth for each branch.
 - b. Liaise between branch managers and Managing Director to:
 - i. Find ways to improve the efficiency of operations.
 - ii. Modify current products or develop new products to better serve clients.
- V. Reporting:

- a. Provide a monthly report to the Managing Director using an agreed format.
 - b. Provide further interim progress reports as agreed or required.
 - c. Ensure the branch managers provide suitable reports as appropriate.
- VI. Capacity Building:
- a. Lead and/or coordinate management training seminars.
 - b. Identify training needs and work with the Managing Director to find internal and external resources to meet those needs.
- VII. Special Projects:
- a. Provide information on branches to be used for donor or other reports.
 - b. Promote the mission of the organization, particularly through exploring new sources of funding and assisting with the development of existing sources.

MINIMUM QUALIFICATIONS

- I. Personal confession of faith in Jesus Christ and commitment to the mission and vision of Turame Community Finance
- II. Demonstrated results-oriented management
- III. Fluency in French, Kirundi and English preferred
- IV. Demonstrated leadership skills
- V. Excellent written and verbal communication skills
- VI. Qualifying degree in Finance, Accounting, Business Administration or a similar field of study
- VII. International work preferably in microfinance development programs
- VIII. High skills and sensitivity in cross-cultural communications and in workplace relationships
- IX. Demonstrated desire to help people that have been brought low by war, poverty, or other circumstances regain hope, dignity, and the ability to support themselves and their families
- X. Strong accounting background
- XI. Extreme flexibility and the ability to cope with stressful situations and frustrations
- XII. Demonstrated ability to create and manage systems preferred
- XIII. Ability to relate to and motivate local staff effectively
- XIV. Creativity and the ability to work with limited resources

As interested, forward resume to Walter Suckau: WSuckau@Hopeinternational.org