

VIE - Manager of Alternative Delivery Channels

Advans Ghana - Accra

Do you want to work in an international environment with a focus on developing countries? Do you have a passion for designing and deploying innovative technological solutions in complex business environments? Then Advans have the position for you! In joining the Business Development team as Manager of ADCs, you will drive the improvement of multi-faceted digital services provided to Advans clientele in Ghana, deploy new services and products. You will streamline existing processes with the help of technology.

The position is based in Accra for a duration of 12 months, potentially renewable.

What will your role be?

Under the direct supervision of the Chief Business Development Officer, you will be in charge of managing the various channels available for Advans Ghana's clients (mobile app, debit card, interface with mobile wallets, field tellers, etc.). Your main missions will be:

- ✦ Design and prepare studies on client needs, competition and best practices in the industry to further develop the services offered through alternative delivery channels
- ✦ Manage projects and initiatives related to implementation and continuous improvement of alternative delivery channels
- ✦ Ensure smooth customer experience by continuously improving user touch points and streamlining the service processes
- ✦ Track Alternative Delivery Channels in terms of technical performance (transaction success rate), customer usage and identified risks
- ✦ Reach the targeted success rate of transactions by identifying the root causes for failures and liaising with internal IT, service providers and other involved third parties to implement effective solutions
- ✦ Analyse the profitability of alternative delivery channels on on-going basis and propose improvements both in terms of cost effectiveness and revenue generation
- ✦ Create and keep up to date guides, procedures and working instruction on ADCs, both for the customers and the involved employees
- ✦ Facilitate procedural knowledge transfer to field staff on ADC's

What kind of profile are we looking for?

You hold a Master's degree in management, engineering or development economics, and you are interested in the microfinance sector and Advans's missions. You have minimum 4 years of experience including internships, especially in project management with a digital component. You have:

- ✦ Ability to manage complex project involving various internal stakeholders (top management, Marketing, Operations, IT, branch management)
- ✦ Ability to manage negotiations with external stakeholders (business and technical partners)
- ✦ Understanding of the business drivers in a complex market environment
- ✦ Excellent communication skills – written and spoken
- ✦ Strong organizational, analysis and synthesis skills
- ✦ Professional experience in a developing country (preferable)
- ✦ Ability to remain customer focused
- ✦ Proficiency in MS Office

Does this sound like you? You might just be the new team member we are looking for!

Apply now: https://advans.aragon-erh.com/new_rec_portal/apply/1336/FR

Want to know more about Advans?

Advans is a leading microfinance group established in 2005. Advans mission is to respond to the need for financial services of small businesses and other populations who have ill-adapted, limited or no access to formal financial services. The Advans Group currently spans nine countries: Cambodia, Cameroon, Ghana, the Democratic Republic of Congo, Côte d'Ivoire, Pakistan, Nigeria, Tunisia and Myanmar. As at end April 2019, the group served more than 920,000 clients and employed more than 7,100 staff. Headquartered in Luxembourg with support services in Paris, the group's shareholders are EIB, KfW, FMO, CDC Group plc, FISEA (AFD Group) and IFC.

Advans Ghana is an affiliate of the international microfinance group Advans, which has started its activities in 2008. The institution offers a full range of adapted financial products and services to micro, small and medium sized enterprises, and to micro entrepreneurs in Ghana. The institution serves more than 63,000 clients through a network of 19 points of sale and 655 staffs.