



## **Friendship Bridge – Guatemala**

**Position Available:** Chief Operating Officer

**Location:** Guatemala City with 25% travel within the Country

**Reports to:** President and CEO

**About Friendship Bridge (FB):** Friendship Bridge is an international non-profit, non-governmental organization creating opportunities that empower Guatemalan women to build a better life for themselves, their children and their communities through microfinance, education and women's health services. Friendship Bridge works to break the generational cycle of poverty by supporting shorter-term economic development needs and empowerment and providing business development tools for longer-term solutions to impoverished women in primarily rural areas of Guatemala

### **Objectives of Position:**

- Lead the efforts to develop financial products, and education and preventive health services to meet the needs of impoverished women in Guatemala aligned with the mission and vision of Friendship Bridge.
- Support the effort, working closely with the CFO, to develop and implement innovative technology and delivery mechanisms for improved efficiency and client service among the different program areas, including credit, collections, customer service, education and preventive health services.
- Lead the Social Performance Management effort enabling Friendship Bridge to maintain a rigorous commitment to the social mission of the institution.
- Responsible for leading the HR and training function that supports the entire organization.
- Ensure financial sustainability through growing a quality loan portfolio and ensuring efficient delivery of products and services.
- With the President and the Leadership Team (CFO, CMO and COO), support the development of the 3 year strategic plan that ensures achievement of the mission of Friendship Bridge and lead the effort of the creating the annual operational plan in Guatemala.
- Train, mentor and develop a strong team of professionals in country that reflect Friendship Bridge's values and best practices in their activities and work to empower the team to realize the vision and strategic plan of Friendship Bridge.
- Maintain and oversee all in-country legal matters for the institution.
- Stay informed and maintain a leadership position in the microfinance field in Guatemala.
- Develop successful working partnerships in Guatemala that further enhance the mission, vision and strategy of Friendship Bridge.
- Work in collaboration with the CFO, CMO and President and CEO, to ensure a best in class operation.

### **Key Responsibilities:**

- Direct responsibility for the daily management of the financial service offerings, including a variety of loan products, education and health service programs, the operational activities to support these functions in the Central Office and 8 branch offices and Human Resource function of Friendship Bridge ensuring operational excellence, as well as the development of its institutional capacity.
- Advise and oversee implementation of policy formation and decision-making within the country offices and ensure compliance of all policy and procedures by all employees under the COO.
- Ensure internal risk management procedures and controls, as related to the credit and operations areas of the institution, are clearly documented, communicated and



- implemented; establish processes to confirm individuals are held accountable to manage and work within these guidelines.
- Ensure industry best practices, benchmarks and experiences are understood and continuously shared across the organization; recommend and implement changes as necessary.
  - Prepare and recommend annual budgets and operational plans and execute programs based on approved budgets and strategic plans
  - Champion and support transformational and social performance activities, as defined in the strategic plan and theory of change aimed at empowering all staff and clients so that they can become agents of social and economic change in the areas we work.
  - Recommend and oversee the performance management process and ensure performance objectives are in alignment with the operating and strategic plans.
  - Ensure the professional development of staff.
  - Practice a leadership style that is consistent with FB's culture and values of integrity, transparency, teamwork and commitment to the mission.
  - Communicate and role model the professional culture and organizational values to all internal and external stakeholders and motivate staff to excel in the quality of service they provide to our clients.
  - Monitor and evaluate program performance and provide analysis and recommendations to the President & CEO. Cultivate a culture and environment of continuous improvement to ensure an efficient and competitive institution.
  - Develop productive working relationships with government and non-governmental agencies in Guatemala and the region where an opportunity exists to further the mission of FB
  - Responsible for public relations and as the official spokesperson for Friendship Bridge-Guatemala.
  - Work closely with the CFO and CMO to provide needed communication and/or data, as requested, to fulfill the requirements of donors and investors.

### **Qualifications and Requirements:**

- Commitment to and role model for the mission and vision of Friendship Bridge.
- A bachelor degree in any of the business or development related fields.
- A master's degree in business, management, international development or related field desirable.
- Excellent organizational, management, planning, analytical, process improvement, and problem solving skills
- Minimum ten years of professional leadership experience, managing diverse functions and a minimum team size of 30 people.
- Microfinance or other lending/credit experience preferably in Latin America.
- Strong business management, decision-making and negotiation skills.
- Exceptional oral and written communication skills in English and Spanish with the ability to communicate clearly and persuasively, interpret documents, understand procedures and write reports and correspondence.
- Ability to meet reporting requirements of the President and Board of Directors.
- Strong leadership and team building skills and experience with the ability to develop and maintain a collaborative team and working environment
- Willingness to travel independently throughout the country. Valid passport and ability to visit the US.
- Strong relationship building and excellent interpersonal skills.
- Good computer skills.
- Understand and value different cultures.



- Experience creating successful strategic alliances.
- Knowledge of working with government, legal and fiscal policies.
- Fluency in Spanish and English required.

Direct reports include:

- Director of Credit and Operations
- Manager of Education and Health Services
- Manager of Client Services
- Manager of Human Resources

Please send resume, cover letter and three references with Chief Operating Officer - Friendship Bridge in the subject line to [reclutamiento@lck.com](mailto:reclutamiento@lck.com) or go to this site: <https://gt.transdoc.com/trabajos/lc-keilhauer-consultores-de-desarrollo-humano-sa-2019/04/director-ejecutivo-/279223>

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