

Job Description

JOB INFORMATION			
Job Title	Micro Finance (MF) Operations Assistant	Line Manager Title	Micro Finance (MF) Operations Manager
		Department/Office	Micro Finance Program
Grade Level	11	Work Location	Hanoi

WORK CONTEXT
<p>Micro Finance Program – World Vision Vietnam (MFU) is an independently managed program that promotes transformational development through the provision of micro financial services. MFU was established since 2006.</p> <p>Micro Finance program’s mission is to foster improvement in the quality of life among the clients in Vietnam by assisting the economically active poor and graduating the moderate and poorest of the poor into entrepreneurial skills. This will be accomplished through a sustainable Micro Finance program that provides access to loans, insurance and savings within program areas. All aspects of the services that MF program delivers are built to lead the development of appropriate models, capacities and systems for Micro enterprise development in Vietnam, resulting in sustainable economic development as part of WVI transformational development ministry throughout Area Program (AP) communities.</p> <p>MF Program is structured in two management levels: central office in Hanoi and branch office at provincial and/ or regional level. All direct transactions with clients including clients screening, loan processing and loan collection are carried out at communities’ level through a network of local staff.</p> <p>At present, MF Program is operation in 11 districts in 4 provinces in the north and central of Vietnam.</p>

JOB PURPOSE
<p>Support the Operation team to conduct the microfinance activities within the policy framework and operational plans of the microfinance to achieve operational and financial sustainability.</p> <p>Work closely with the Operation Manager (OM), and operation team with the common goal of helping poor communities to increase their incomes/ensure food security through the access to microfinance services, create more job opportunities. Thereby, the quality of life and autonomy of households/children in the project area are improved.</p>

MAJOR RESPONSIBILITIES		
% of time	Activity	End Results

40%	<p>CUSTOMER SERVICES</p> <ul style="list-style-type: none"> - Manage MFU hotline for clients and other parties during working hours, address the concern of the caller or forward the call to the proper person; - Conduct the call to clients to collect information for the surveys as required such as: client satisfaction survey (on loan, saving, insurance, Embedded education app), impact survey, digitalize survey, etc. 	<ul style="list-style-type: none"> - All calls to hotline will be resolved on time end - Update the hotline call tracking sheet daily and send to the supervisor - Ensure confidentiality of all client details - All data are collected with high quality and timely
30%	<p>OPERATIONS SUPPORT</p> <ul style="list-style-type: none"> - Coordinate with related staff to support the organization of meeting, workshops, trainings and other events include: preparation of the documents, meeting minutes, logistics preparation, etc. - Support to prepare payment documents and perform administrative tasks related to operations activities at head office level. - Participate in research/assessment activities as assigned by the Operations Manager - Support and coordinate with Marketing and Social performance officer to carry out communication activities (if any) 	<ul style="list-style-type: none"> - All assigned activities are completed on time with high quality
20%	<p>INSURANCE PRODUCTS</p> <ul style="list-style-type: none"> - Manage and update the current products, ensure the effectiveness of products. - Support Operations Manager write new insurance product proposal. - Ensure the product pilot and adjustment, follow up with the implementation of product, prepare monthly/quarterly/annual product reports. - Reconcile monthly insurance sale, follow up issues with insurance providers. 	<ul style="list-style-type: none"> - All insurance products are processed effectively - All reports are completed on time and with high quality
10%	<p>OTHER RELATED TASK</p> <ul style="list-style-type: none"> - Support translate document from English to Vietnamese and vice versa - And any other duties that may be assigned by the Operations manager from time to time 	<ul style="list-style-type: none"> - All documents are translated on time.
KNOWLEDGE/QUALIFICATIONS FOR THE ROLE		
Required Professional Experience	<ul style="list-style-type: none"> - Working experiences with community development projects. Experience in microfinance (including business development services) is preferred. - Two years' experience in similar capacity. 	

Required Education, training, license, registration, and certification	<ul style="list-style-type: none"> - Bachelor degree, preferably in Economy, Finance, Accounting - Motorbike driving licence 				
Preferred Knowledge and Qualifications	<ul style="list-style-type: none"> - Understanding of Microfinance activities, small enterprises development or trends of business - Ability to prepare plan and manage financial issues; - Good verbal communication and marketing skills - Coaching and consulting skills - Proficient use in Word, Excel, PowerPoint and Internet - Be committed to work with the poor and have customer service-oriented mindset; - Carefulness, proactiveness, hardworking and detail oriented - Willingness to support, articulate and demonstrate World Vision's core values in meaningful ways to children and communities. 				
Travel and/or Work Environment Requirement	- Work in a team environment with great diversity	Physical Requirements	- Satisfactory pre-employment medical report verified by medical doctors from licensed hospitals	Language Requirements	English: Fluently

KEY WORKING RELATIONSHIPS

Contact (within WV or outside WV)	Reason for contact	Frequency of contact
MFU Operations Manager	Overall guidance and approval	Daily
Operations team members	Experience sharing/ learning/ peer support	Periodically/ when required
Branch Managers/ branch staff	Monitoring and technical support	Daily
MFU local partners, clients	Cooperating, training	Periodically/ when required
MFU IT Officer	Implementing loan tracking system	Daily

DECISION MAKING

As per the level of authorities of WV Vietnam and within MFU's Policies and Guidelines

CORE COMPETENCIES – For all positions, select the top 3 prioritized competencies from below. Click [here](#) for a quick overview of our Core Competencies.

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|---|--|--|--|
| <input type="checkbox"/> Be Safe and Resilient | <input type="checkbox"/> Build Relationships | <input type="checkbox"/> Learn and Develop | <input type="checkbox"/> Partner and Collaborate |
| <input checked="" type="checkbox"/> Deliver Results | <input checked="" type="checkbox"/> Be Accountable | <input checked="" type="checkbox"/> Improve and Innovate | <input type="checkbox"/> Embrace Change |

For Management positions only, select the top 2 prioritized competencies from below.

- | | | | |
|--|--|--|--|
| <input type="checkbox"/> Model Self-Management | <input type="checkbox"/> Engage, Influence, Lead and Grow Others | <input type="checkbox"/> Run an Effective and Agile Organisation | <input type="checkbox"/> Develop the Organisation for the Future |
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APPROVALS

Line Manager: MF Operations Manager	Approval Date: Click or tap to enter a date.
Matrix Manager:	Approval Date: Click or tap to enter a date.
Department Heads: MF Executive Director	Approval Date: Click or tap to enter a date.
P&C Director:	Approval Date: Click or tap to enter a date.