



Tigo Finance is a leading fintech company in the region, providing a scope of financial services, specializing in unsecured lending. Based on the proven experience and achievements in the industry with headquarters in Skopje the company aims to offer financial services to private individuals in the simplest, quickest and most convenient process for the customer.

Our employees are our most valuable assets, and they make Tigo an amazing place to learn, work and grow. We want every day to feel like an opportunity and to be surrounded by optimism and creativity.

Is it as important to you, as it is for us to continually improve professional skills, career, and work life balance, while working with highest level of satisfaction? With us, you can live every day all these values.

We are looking forward to meeting you, and we truly believe that you will be a very valuable team member who will bring new professional competencies to our company. Join us as:

Chief Operations Officer - COO

How will you know you have succeeded in this role?

- You have **successfully inherited from CEO lead over entire business unit** focused on microfinance – unsecured consumer lending, consisted of Customer experience (call centre), branches and subsidiaries, portfolio management and collection;
- You are **capable to lead by example**, inspire, coach and co-ordinate management team at all levels and nurture and feed engagement of colleagues;
- You have **added value to the business** by sharing and expressing, proven in-depth understanding of financial data, in combination with software and infrastructure (fintech), ensuring processes are in working condition at all times and as per company security standards;
- You are **organizing comprehensive planning and controlling of operational activities**, also conducting regular audit of Loan acquisition, Underwriting & Risk Management;
- You **stay abreast of new practices and technologies**, ensuring that we gain and maintain recognition for best-in-class customer service experience and quality of the same;
- You are **proactively optimising strategy for further development**, modernisation and improvement, striving towards achieving maximum efficiency of all operational departments (mentioned above);
- Data driven decision is an absolute must. You are **confident to Evaluate performance by analysing and interpreting data and metrics**;
- Finally, you are **able to cost effectively manage and adjust operational budgets and capital investments** to ensure the company achieves investor targets relative to growth and profitability.

How will you know you have what it takes?

- You have an Entrepreneurial mindset;
- You are able to express yourself shortly and concisely in English;
- You present and influence credibly and effectively at all levels of the organization, including executive and C-level;
- You have experience in delivering client-focused solutions based on customer needs;
- You have proven ability to manage multiple projects at a time while paying strict attention to details;

- You are natural relationship builder with integrity, reliability and maturity;
- You are self-motivated who thrives in a results-driven environment;
- You are hands-on person and doer, rather than visionary.
- You have good knowledge of IT/Business infrastructure;

*Experience as Chief Operations Officer will be considered advantage;

What will we do in order to motivate you?

- Right to own share options (co-founding ownership over the company);
- Earn competitive remuneration package and annual bonus motivation;
- Opportunity to realize ambitious ideas and challenging goals;
- Use of top-of-the-line technology for business needs;
- Wellness programs and discount benefits constantly updated by HR department;
- Other benefits, where applicable (company car, company phone etc.).

If you are interested to boost you career together with us, please send your CV and cover letter in English with notice for the position “Chief Operations Officer” using the Fast Apply option.

The company is committed to creating a diverse environment and is proud to be an equal opportunity employer.

Please note that only selected candidates will be further contacted for interview.

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