



EWB Long Term Fellowship Operations Associate - Bloom Impact

Role: Operations Associate

Venture: Bloom Impact

Website: bloomimpact.net

Location: Accra, Ghana

Start Date: Training beginning May 7th, departure for placement May 27th, 2018

Duration: 3 weeks of training in Toronto, 12 months in Ghana

About Engineers Without Borders Canada (EWB)

Engineers Without Borders Canada (EWB) is a Canadian NGO that invests in people and ventures to create a thriving and sustainable world. Bolstered by its network of 40 chapters and 1300 members, EWB provides seed funding, talent and mentorship to social enterprises throughout Sub-Saharan Africa. For more information on EWB, visit <http://ewb.ca>.

About the EWB Fellows Program

The EWB Fellows Program exists to develop a cadre of Systems Change Leaders by equipping them with the opportunities, competencies and skills needed to build a more thriving and sustainable world. Every year we recruit 25-30 outstanding people for the 12-month Fellowship, placing successful candidates in one of our early-stage Ventures located throughout Sub-Saharan Africa. This Fellowship opportunity is with Bloom Impact and is based in Accra, Ghana.

About Bloom Impact

Bloom Impact is a digital marketplace that totally disrupts SME finance in emerging markets. Our mobile App and cloud platform empower underserved and excluded entrepreneurs and business owners to find financial services to help them grow and banks to quickly serve those in need. A unique opportunity for a Fellow to learn at an early stage social-impact venture with a team of experienced, international, digital finance experts.

About the Role

The Operations Associate role is highly entrepreneurial, spanning monitoring and reporting management, research activities, operational systems setup and user adoption & field support, with a focus on driving our innovation in financial inclusion. Successful candidates will have the



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opportunity to work on helping our company scale professionally and drive user growth and success, and will work with the team to define deliverables (e.g., expansion report, CRM/Call Center setup) to complete during the Fellowship period.

As a Operations Associate for Bloom Impact, your responsibilities will include:

- Helping establish our CRM and Call Center systems to best support end user business owners, financial partners on our platform and our partnerships.
- Managing our ongoing evaluation and monitoring reporting.
- Chipping in with the team to test and provide input and research for the evolution of our mobile App.
- Supporting field activities, when needed, that drive awareness, adoption and user feedback surveying of our mobile App.
- Conducting market expansion research as needed, particularly to map out international market opportunities, regulation and planning.
- Monitoring local accounting activities in partnership with our Accountant.

Sound exciting? Here's who we are looking for.

Skills & Qualifications

Required

- Passionate, self-driven, committed professional with strong knowledge or experience in social enterprise.
- Strong entrepreneurial spirit and a passion for entrepreneurship and market-based solutions to poverty.
- Minimum 4 years of working experience.
- Passionate, and experienced with mobile applications.
- Must have experience in several areas listed in the role responsibilities, such as;
 - tech experience in CRM & or Call Center solutions.
 - mobile applications fluency (i.e. development, input, design, research, etc.)
 - reporting/evaluation
- Excellent attention to detail and strong desire to excel in all activities.
- Must have a Bachelor's degree, Master's degree preferred, within public policy, international development, or international relations degrees.

Preferred



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- Domain expertise in financial services and/or financial inclusion, particularly financial technology, payment systems, and/or innovative delivery models.
- Experience working in or with startups or growth-stage enterprises in emerging markets.
- Language skills beyond English.

Please note: You must be a Canadian citizen, permanent resident, or landed immigrant in order to apply. No exceptions.

Compensation

All costs relating to the placement are either paid for directly by EWB (airfare, insurance, vaccinations, trainings) or indirectly through a living stipend, which covers food, living expenses, local travel, etc. Fellows also receive an honorarium that can be used to assist with repatriation costs that is provided after completion of 12 month contract. The stipend covers basic living expenses for a modest lifestyle in your placement country. It is not likely that you will be able to use the stipend to cover previous expenses (ex. student loans). However, EWB will do its best to support you in extending the non-repayment period on student loans if necessary.

Additionally, EWB offers a range of benefits including insurance, a settlement allowance, professional development opportunities, and more.

Application Instructions

Submitting your application for the EWB Fellowship involves two steps:

Step 1: Under the subject line “Operations Associate - Bloom Impact”, submit your CV/Resume to tfrecruitment@ewb.ca.

Step 2: Complete the [following online application form](#).

We **highly encourage** applicants to apply for more than one role as this is a highly competitive program. If you would like to submit your candidacy to more than one role, please fill out separate forms.

Applications will be reviewed, and interviews scheduled on a rolling basis, so please submit your application as soon as possible. If the posting is still on our website, consider the role available.

For further detail about EWB, please refer to our [website](#).