



**Position Title** : *Regional Director*

**Number of position** : 8

**Location** : Cap-Haitien | Port de Paix | Hinche |Ouanaminthe | Jacmel | Jeremie | Cayes | Miragoane.

**Reports To** : Director of Operations

### **About us**

**NYLC S.A.** is a dynamic Haitian institution dedicated to promoting financial inclusion by offering sustainable banking services to unbanked individuals across the country. As part of our growth and commitment to enhancing access to financial services for all, we are excited to invite passionate and skilled professionals to join our team. **NYLC S.A** is currently seeking **eight (8) Regional Directors** to drive our mission forward and contribute to our continued success. Those are an immediate opening for an impactful role within a thriving organization.

### **Role Overview**

As a Regional Director, you will be responsible for full P&L ownership, operational excellence, and strategic growth within your assigned region. You will lead a cross-functional team—including operations, finance, field support, and compliance—to ensure 95%+ service uptime, open and scale new locations, and deliver long-term profitability. This is a highly visible, hands-on role for a proven operator and people leader.

### **Key Responsibilities**

#### **1. Profit and loss Strategic Growth**

- Develop and execute a regional business plan to meet or exceed revenue, margin, and market-share targets.
- Analyze market dynamics and competitor activity to identify expansion and acquisition opportunities.
- Present quarterly performance reviews and strategic recommendations to the Management team.

#### **2. Operations Leadership**

- Increase the number of agents in our network.
- Ensure 95%+ uptime across all operational locations by proactively managing service delivery, performance KPIs, and troubleshooting.
- Oversee cash logistics, equipment deployment, and tech support to maintain seamless operations.
- Implement safety and security protocols in coordination with local authorities, especially in high-risk areas.

#### **3. Team Development & Culture**

- Hire, support, and keep strong regional leaders in operations, finance, and compliance.
- Promote a culture of accountability, improvement, and customer-focused service.
- Hold regular performance reviews and Help the team grow by creating a workplace where people want to learn and improve

#### 4. **Cross-Functional Alignment**

- Work with country management teams (Product, Tech, Legal, HR) to adapt launches, policies, and training to the local context.
- Lead weekly team check-ins to identify and fix issues at the region level.
- Make sure promotions, agent incentives, and new product launches run smoothly within the region.

#### 5. **Compliance & Risk Management**

- Ensure Standard Operations Procedures (SOPs) are followed for cash reconciliation, terminal shutdowns, and anti-fraud measures.
- Monitor risk activities and adjust bank operations accordingly.
- Guarantee full compliance with licensing, reporting, and local banking regulations.

### **Qualifications & Experience**

- 5+ years of P&L(Profit and Loss) leadership experience in financial services, retail banking, or field operations, preferably in emerging markets.
- Proven success in expanding networks of locations while improving profitability.
- Expert in cash logistics, supply chain, and risk management.
- Proven success in building and leading cross-functional teams.
- Strong financial skills: budgeting, forecasting, analyzing variances, and making data-driven decisions.

### **Core Competencies**

- Strategic thinker with a focus on action and data-driven decisions.
- Inspiring leader and clear communicator at all levels.
- Strong at managing stakeholders and negotiating.
- Quick problem-solver, able to handle escalations under pressure.
- Culturally aware, with experience working in high-risk areas

### **To apply candidates must provide:**

- A cover letter outlining your experience
- A resume in PDF format
- A copy of all relevant degrees and certifications related to the position

Interested candidates are requested to submit their application via email to the following address: **rekritman@nclusion.com** no later than June 15, 2025, with the subject line: “*Regional Director*”. Please indicate your preferred region.

**Only candidates selected for an interview will be contacted.**

**If you do not receive a response from us within two weeks, please be informed that your application has not been selected**