



FD FINMAK DOO is a leading fintech company in the region, providing a scope of financial services, including short term and personal loans. Based on the proven experience and achievements in the industry with headquarters in Skopje the company aims to offer microfinance services to private individuals with the simplest, quickest and most convenient borrowing process for the customer.

We are looking forward to meeting our future colleague, 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:

Senior Training Lead

As Senior Training Lead in FINMAK, you will play a crucial role in ensuring proper training is provided to the employees to support the organization's objectives. Reporting to the Head of HR of the company, your responsibilities will encompass a broad range of performance management, internal and external training which are essential to the company's operations in North Macedonia.

Scope of Responsibilities:

- Prepare annual training program and plan
- Introduce new employees to the business and conduct onboarding training
- Detect training needs for existing employees by evaluating their theoretical and practical knowledge
- Provide soft skills training to all employees
- Conduct structured refreshment training sessions according to detected needs
- Monitor and evaluate quality of performed trainings to continue improving them
- Monitor training effectiveness to ensure incorporation of taught skills and techniques into employees work behaviour
- Create and manage the production of handouts, instructional materials, aids and manuals
- Be informed about new trends and tools in employee development
- Responsible for the performance management in the company
- Other HR related matters

Qualifications and Experience:

- Minimum 2 years' experience of working as a Training Specialist/Training Lead
- Experience in Customer Service, Call Centre operations or Sales is highly desired
- Experience in designing multiple training events in a corporate setting
- Experience of organizing the full training cycle
- Practical experience with MS Office, learning management software, and databases
- Excellent knowledge of traditional and modern training methods, tools and techniques
- Close familiarity with talent management and succession planning
- Ability to conduct cost-benefit analysis and calculate training ROI
- Strong organisational skills.
- Ability to present complex information in simple way to a variety of audiences

The Company will provide:

- Competitive salary;
- Bi-annual bonus;
- Private health insurance
- Opportunities for further development,
- The chance to get international business experience;
- Top of the line technology for professional usage;
- Modern facilities;
- Wellness programs and discount benefits constantly updated by HR department;

The Senior Training Lead at the company within the Eleving Consumer Finance offers a dynamic and challenging opportunity to contribute to the training success of the company. You will have the chance to work closely with senior leadership and be an integral part of company's growth and success in North Macedonia.

If you think you are a real candidate who strives in public speech and organizing trainings and performance management, please send your CV in English using the Apply option.

The selection will be made in accordance with the conditions and deadlines in the Law on Labour Relations. FD FINMAK DOO reserves the right not to select any candidate.

Upon application, the candidate agrees that his / her personal data listed in the CV and cover letter should be stored in the database and processed by FD FINMAK DOO within 1 year from the date of expiration of the selection deadline. The candidate has the right at any time to withdraw the given consent for storage and processing of his personal data in accordance with the Law on Personal Data Protection.

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.