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**Job Description**

Head of Operations (COO)

Myanmar

1. **OVERVIEW**

Reporting to the CEO, the Head of Operations will manage the call centre, verification, collections, human resource and administration. The incumbent is responsible for delivering excellent customer service to maximize sales potential and customer satisfaction. This role manages the entire sales process via from understanding customers’ needs, performing KYC, credit check, loan approval and collections.

1. **RESPONSIBILITIES**

* Provide leadership to the day to day operations of the operations team, including call center, verification, collection, human resource and administration.
* Hire, set up and manage the operations team;
* Develop, document and implement internal control, policies and procedures for the sales, service and verification and collection strategies to maximize sales and minimize risks;
* Build relationships and deliver excellent level of customer service to maximize sales potential and ensure total customer satisfaction and repeat sales;
* Develop KPIs for the operations team aligned with Company’s goals and objectives and monitor and motivate team to achieve KPIs;
* Provide operational support and promoting system enhancement projects to improve operational workflow;
* Collaborate with Marketing to design and develop strategies to drive sales and increase profitability;
* Manage all incoming calls or pre-sales enquiries, sales, post-sales customer service;
* Manage end-to-end loan issuance process, i.e. collect customer data, verification, credit check, underwrite loan request, loan issuance, and collection;
* Liaise with respective departments to fulfill client’s request and needs, e.g. recommendation of credit and administrative follow-ups, handle customer issues and complaints;
* General HR and administrative functions

1. **QUALIFICATIONS & REQUIREMENTS.**

* Pleasant disposition with excellent interpersonal, communication skills and customer service orientation
* Demonstrated ability to establish a service culture
* Positive mindset with a willingness to take risks and strong desire for continuous improvements
* Strong leadership with an eye for details
* Excellent strategic planning skills and able to interact with all levels
* Able to converse fluently in both English and Mandarin (to handle Chinese speaking customers). Proficiency in a third language is added advantage.
* Minimum of 5 years relevant experience of sales, customer service, operations in a financial institution