

## Job Description

POSITION DETAILS			
Functional Designation	Lead Operations Manager-CPU	Department	Operations
Sub Department	Central Processing Unit	HR Grade	General Manager
Location	Corporate Office	Reporting Manager	Head Operations Manager-CPU
Job Purpose			
<p>The primary purpose of this role is to lead and manage the central processing unit responsible for loan account management, ensuring accuracy, compliance, and efficiency in loan servicing and maintenance.</p>			
Principal Accountabilities			
<ol style="list-style-type: none"> <li>1. Loan Account Servicing: Oversee the end-to-end loan account servicing process, including disbursements, repayments, and maintenance of loan accounts.</li> <li>2. Team Leadership: Lead and manage a team of loan servicing professionals, providing guidance, training, and performance management.</li> <li>3. Process Improvement: Continuously assess and enhance loan account management processes to improve efficiency, reduce errors, and minimize risks.</li> <li>4. Technology Utilization: Leverage technology and automation to optimize loan servicing and account maintenance, reducing manual intervention and enhancing customer experience.</li> <li>5. Customer Communication: Ensure clear and effective communication with borrowers to address inquiries, provide support, and maintain a positive customer experience.</li> <li>6. Data Management: Maintain accurate records of loan account servicing, track key performance metrics, and generate reports for management and regulatory purposes.</li> </ol>			
Desired Profile			
<ul style="list-style-type: none"> <li>- 1. Educational Background: A bachelor's degree in Business Administration, Finance, or a related field. Additional qualifications in management or operations may be beneficial.</li> <li>2. Experience: Typically, 10-15 years of experience in loan account management, operations management, or a related field within an NBFC or financial institution.</li> </ul>			