

Job Description

POSITION DETAILS			
Functional Designation	Operations Officer	Department	Operations
Sub Department	Customer Onboarding – Central Operations	HR Grade	Executive to Deputy Manager
Location	Corporate Office	Reporting Manager	Operation Manager
Job Purpose			
<p>The Operations Manager is responsible for overseeing and managing the day-to-day operations of a specific Central activities within the NBFC. This role involves ensuring smooth operations, team management, and compliance with all relevant regulations.</p>			
Principal Accountabilities			
<ol style="list-style-type: none"> 1. Supervise and manage all operational activities at the Customer onboarding. 2. Ensure loan disbursement for the relevant cases for all type of existing products 3. Ensure compliance with regulatory and company policies 4. Oversee the entire customer onboarding lifecycle, from application submission to account activation. 5. Monitor and manage loan disbursements and reconciliation of payment. 6. Identify operational risks and implement risk mitigation strategies. 7. Develop and implement streamlined processes to enhance the efficiency and effectiveness of customer onboarding operations. 8. Collaborate with cross-functional teams, including compliance and Business. 9. Ensure the performance against key metrics. 			
Desired Profile			
<ul style="list-style-type: none"> - Bachelor's degree, business, or above. - Previous experience in Operation Manager within the financial services industry 3-8 years. - Strong knowledge of NBFC regulations and compliance. - Excellent communication and interpersonal skills. - Advanced excel skills to support accounts MIS. 			