

Job Description

POSITION DETAILS			
Functional Designation	Head – Customer Onboarding Operations	Department	Operations
Sub Department	Operations	HR Grade	VP or above
Location	Corporate Office	Reporting Manager	Head Operations
Job Purpose			
<p>Vice President - Head of Customer Onboarding Operations is a senior role responsible for providing strategic leadership and oversight of all operational functions within the NBFC. This role involves ensuring operational efficiency, compliance with regulations, and effective management of a large and complex operational structure.</p>			
Principal Accountabilities			
<ol style="list-style-type: none"> Operational Leadership: <ul style="list-style-type: none"> Provide strategic direction and leadership for all operational activities across the NBFC. Oversee and manage multiple branches, divisions, or operational units, ensuring alignment with the organization's goals. Compliance and Risk Management: <ul style="list-style-type: none"> Ensure strict adherence to all NBFC regulations, legal requirements, and internal policies at an organizational level. Develop and maintain comprehensive risk management strategies. Resource Management: <ul style="list-style-type: none"> Manage operational teams and allocate resources to various branches, divisions, and teams. Ensure efficient use of resources and adherence to operational budgets. Performance Monitoring: <ul style="list-style-type: none"> Set and monitor performance targets for each branch, division, and department. Implement strategies to enhance operational performance, productivity, and efficiency. Quality Assurance: <ul style="list-style-type: none"> Establish and maintain quality assurance processes and standards to ensure compliance with service quality benchmarks. Conduct regular audits and assessments to identify areas for improvement. Stakeholder Communication: <ul style="list-style-type: none"> Establish and maintain effective communication channels with senior management, employees, and external partners. Collaborate with other departments and teams to align operational functions with broader organizational goals. Customer Service Excellence (Branch): <ul style="list-style-type: none"> Ensure that all customer interactions and services meet the highest quality standards. Address escalated customer issues and champion improvements in customer service. Maintain comprehensive documentation of operational processes and standards. 			
Desired Profile			
<ul style="list-style-type: none"> Bachelor's degree in business, management, finance, or a related field (Master's degree preferred). Extensive experience in senior leadership roles involving operational management, especially within the financial services industry and NBFCs from 15 to 25 years. Profound knowledge of NBFC regulations, compliance, and risk management. Strong strategic thinking, decision-making, and analytical abilities. Exceptional leadership and team management skills. Excellent communication and interpersonal skills. 			