

## 1. Sr. Manager - VKYC & Operations

Competencies	Key Parameters
Educational Qualification	Graduate/Postgraduate in any stream
Skill Set	<ul style="list-style-type: none"><li>• Excellent communication skills (verbal and written)</li><li>• Self-motivated and a self-starter</li><li>• Should be aware about financial products.</li><li>• Should have good interpersonal skills.</li><li>• Proficient in MS Office and Contact Centre equipment/software programs.</li><li>• Should have good presentation skills.</li><li>• Excellent organizational and leadership skills with a problem-solving ability</li></ul>
Job Description	<p><b>Key Responsibilities:</b></p> <p>Overseeing the implementation and management of video KYC processes in compliance with regulatory requirements.</p> <p>Developing strategies to enhance the efficiency and effectiveness of video KYC operations.</p> <p>Training and mentoring team members on video KYC procedures and compliance standards.</p> <p>Collaborating with technology teams to ensure seamless integration of video KYC solutions into existing systems.</p> <p>Conducting periodic audits and reviews to ensure adherence to KYC policies and procedures.</p> <p>Keeping abreast of regulatory updates and industry best practices related to video KYC.</p> <p>Acting as a liaison with regulatory authorities and external auditors on matters related to video KYC compliance.</p> <p>Analyzing data and metrics to identify areas for improvement and optimize video KYC processes.</p> <p>Handling escalated customer inquiries or issues related to video KYC.</p> <p>Participating in cross-functional initiatives and projects related to customer onboarding and compliance.</p> <p>Strong understanding of KYC regulations, experience in managing compliance operations, excellent communication and leadership skills, and proficiency in using video conferencing and identity verification tools.</p>