

Job Description

POSITION DETAILS				
Functional Designation	Senior Lead Operations		Department	Operations
Sub Department	Customer Operations	Onboarding -Central	HR Grade	General Manager II
Location	Corporate Office		Reporting Manager	
Job Purpose				
As the Senior Lead Operations for Customer Onboarding in our Non-Banking Financial Company (NBFC), your primary objective is to orchestrate and optimize the end-to-end customer onboarding process. You will play a pivotal role in ensuring a seamless and efficient experience for customers while adhering to regulatory requirements and internal policies.				
Principal Accountabilities				
<div><div>1. Oversee the entire customer onboarding lifecycle, from application submission to account activation.</div><div>2. Develop and implement streamlined processes to enhance the efficiency and effectiveness of customer onboarding operations.</div><div>3. Collaborate with cross-functional teams, including compliance and IT, to ensure onboarding procedures align with regulatory standards and NBFC policies.</div><div>4. Monitor key performance indicators (KPIs) related to onboarding, identifying trends and implementing improvements.</div><div>5. Conduct regular training sessions for onboarding teams to ensure a thorough understanding of processes and compliance requirements.</div><div>6. Stay informed about regulatory changes affecting customer onboarding and implement necessary adjustments.</div><div>7. Resolve escalated issues related to onboarding and collaborate with other departments to address customer concerns.</div></div>				
Desired Profile				
<div><div>- 1. Bachelor's degree in Business, Finance, or a related field. Additional certifications in operations management or financial services are advantageous.</div><div>2. Proven experience in operations management, particularly in customer onboarding, within the NBFC or financial services sector.</div><div>3. In-depth knowledge of regulatory requirements governing customer onboarding in the financial industry.</div><div>4. Strong leadership skills with the ability to guide and motivate teams toward operational excellence.</div><div>5. Excellent communication and interpersonal skills for effective collaboration with internal and external stakeholders.</div><div>6. Analytical mindset to assess and enhance onboarding processes.</div><div>7. Adaptability to a dynamic and evolving regulatory landscape.</div></div>				