

Job Description

POSITION DETAILS			
Functional Designation	Senior Lead /Lead Operations – Gold Loan	Department	Operations
Sub Department	Customer Onboarding -Central Operations	HR Grade	General Manager / AVP
Location	Pune – AP81, Koregaon Annex.	Reporting Manager	Shyam Sharma
Job Purpose			
<p>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.</p>			
Principal Accountabilities			
<ol style="list-style-type: none"> 1. Oversee the entire customer onboarding lifecycle, from application submission to account activation. 2. Develop and implement streamlined processes to enhance the efficiency and effectiveness of customer onboarding operations. 3. Collaborate with cross-functional teams, including compliance and IT, to ensure onboarding procedures align with regulatory standards and NBFC policies. 4. Monitor key performance indicators (KPIs) related to onboarding, identifying trends and implementing improvements. 5. Conduct regular training sessions for onboarding teams to ensure a thorough understanding of processes and compliance requirements. 6. Stay informed about regulatory changes affecting customer onboarding and implement necessary adjustments. 7. Resolve escalated issues related to onboarding and collaborate with other departments to address customer concerns. 			
Desired Profile			
<ul style="list-style-type: none"> - 1. Bachelor's degree in Business, Finance, or a related field. Additional certifications in operations management or financial services are advantageous. 2. Proven experience in operations management, particularly in customer onboarding, within the NBFC or financial services sector. 3. In-depth knowledge of regulatory requirements governing customer onboarding in the financial industry. 4. Strong leadership skills with the ability to guide and motivate teams toward operational excellence. 5. Excellent communication and interpersonal skills for effective collaboration with internal and external stakeholders. 6. Analytical mindset to assess and enhance onboarding processes. 7. Adaptability to a dynamic and evolving regulatory landscape. 			