

## Job Description

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