

Job Description

POSITION DETAILS			
Functional Designation	Branch Operations Manager	Department	Operations
Sub Department	Customer Onboarding - Branch Operations	HR Grade	Manager to Chief Manager
Location	Branch	Reporting Manager	Regional Operations Manager
Job Purpose			
<p>The Branch Operations Manager is responsible for overseeing and managing the day-to-day operations of a specific branch within the NBFC. This role involves ensuring smooth operations, team management, and compliance with all relevant regulations.</p>			
Principal Accountabilities			
<ol style="list-style-type: none"> Branch Operations Oversight: <ul style="list-style-type: none"> Supervise and manage all operational activities at the branch. Ensure compliance with regulatory and company policies. Customer Service: <ul style="list-style-type: none"> Maintain a high level of customer service quality. Address and resolve customer inquiries and issues promptly. Team Management: <ul style="list-style-type: none"> Recruit, train, and manage branch staff. Provide leadership, guidance, and support to the team. Performance Management: <ul style="list-style-type: none"> Set performance targets for the branch and track performance against key metrics. Develop strategies to enhance branch performance. Financial Management: <ul style="list-style-type: none"> Monitor branch financials, including disbursements, collections, and expenses. Ensure the branch operates within budget. Risk Management: <ul style="list-style-type: none"> Identify operational risks and implement risk mitigation strategies. Monitor and manage loan disbursements and collections. Compliance and Reporting: <ul style="list-style-type: none"> Ensure the branch adheres to all NBFC regulations and company policies. Prepare and submit regular reports on branch operations to senior management. Business Development: <ul style="list-style-type: none"> Identify opportunities for business growth within the branch's market. Implement strategies to increase the branch's portfolio. Loan Processing: <ul style="list-style-type: none"> Ensure loan disbursement for the relevant branches for all type of existing products Implement strategies to enhance overall branch performance Ops activities 			
Desired Profile			
<ul style="list-style-type: none"> Bachelor's degree, business, or above. Previous experience in branch operations management within the financial services industry 5-12 years. Strong knowledge of NBFC regulations and compliance. Leadership and team management skills. 			

Job Description

- Analytical and problem-solving abilities.
- Excellent communication and interpersonal skills.

Classification | INTERNAL