

JOB DESCRIPTION

Job Title	: Assistant Manager – Operations	Reporting To	: Manager Operations
Department	: Corporate Office	Location	: Pune

Role & responsibilities	<p>Responsible for assisting the Manager Operations in execution of operational and transaction processing responsibilities.</p> <p>Run all end of day processes, update databases and client portfolio's, generate reports and disseminate information to the specific recipients. Reconcile receivable and payments from 3rd party product manufacturers Maintain the Master files in the system for efficient reconciliation Work towards an error - free transaction processing environment Effectively and efficiently resolve client Query and Complaints within specified TATs Liaise with staff within the departments, the regions, and branches for operational assistance.</p>
Skills/Knowledge prerequisites	<p>A high degree of operational excellence with an interest to do repetitive and detailed work Strong organizational skills in planning work and managing data Demonstrated initiative and execution abilities Ability to troubleshoot and apply problem solving techniques using good judgment and through mobilisation of required resources Ability to interact and work effectively with all levels of staff and customers Experience and knowledge of industry operations' and automation softwares</p>
Educational Qualifications	<p>Post Graduate / MBA in any discipline / CA / ICWA/ CFP/ CFA or equivalent, Professional qualification requirement can be relaxed for exceptional candidates with proven direct, relevant and recent experience.</p>
Experience Profile	<p>5 years plus experience in financial services industry required.</p>
Personality Traits	<p>Eye for detail and task-oriented Passion for operational excellence and customer service Good Leadership Quality Ability to accept challenges Presentable</p>