

JOB DESCRIPTION

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

Role & responsibilities	<p>Responsible for assisting the Operations Head in execution of operational and transaction processing responsibilities.</p> <p>Work with the team on the implementation and integration of the technology platforms</p> <p>Ensure completion of all end of day processes, updating of databases, client portfolio's, generation of reports, and dissemination of information to the specific recipients.</p> <p>Reconciliation of receivable and payments from 3rd party product manufacturers</p> <p>Work towards an error - free transaction processing environment</p> <p>Maintenance of the Master files in the system for efficient reconciliation</p> <p>Prepare operational performance, trends and forecasts</p> <p>Effectively and efficiently resolve client Query and Complaints within specified TATs</p> <p>Responsible for the development and training of Branch Operations staff</p> <p>Responsible for implementation of the emergency responses</p> <p>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</p> <p>Strong organizational skills in planning work and managing data</p> <p>Demonstrated initiative and execution abilities</p> <p>Ability to troubleshoot and apply problem solving techniques using good judgment and through mobilisation of required resources</p> <p>Ability to interact and work effectively with all levels of staff and customers</p> <p>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>7 years plus experience in financial services industry required.</p>
Personality Traits	<p>Eye for detail and task-oriented</p> <p>Passion for operational excellence and customer service</p> <p>Good Leadership Quality</p> <p>Ability to accept challenges</p> <p>Presentable</p>