

Job Title : Operations Manager

Qualifications: MBA (2017 batch)

Location : Mumbai

CTC : Up to 12 L PA

Key Responsibilities:

- The candidate would be required to do team management of 4 - 5 direct reports.
- Key area of Repayment Operations being presenting the month EMI in various modes ESC / PDC / Direct Debit / ACH etc through banking partners within the turnaround time, the candidate would be required to learn the process and deliver.
- The candidate would be required co-ordinate with presenting partners for transactions process and day to day operational activities. The candidate will also be required to visit Banks / Vendors for routine reviews and driving our agenda.
- The candidate would be required to co-ordinate with internal stake holders i.e. Business / Collection / customer service teams.
- The candidate will be responsible to identify gaps in the existing process and streamline the process.
- The candidate would be required to publish various MIS's related to the supervisor's.
- The candidate would be required to work towards automation and process improvements.

Skills:

- Candidates with experience in Banking Operations will be preferred
- Good Communication, interpersonal & team skills
- Proactive attitude, eagerness to learn and apply skills to work
- Strong service orientation
- Good data analytics skills (Expertise in Excel & PowerPoint)

Interested Applicants may send their resume to Mr.Kishor Purohit @ kishor.purohit@idfcfirstbank.com