

1. Job Title: Operations Manager**Department: Operations****Location: Chennai, Mumbai, Nagpur & Vizag****Summary:**

The Operations Manager's role is to lead/supervise and ensure the efficient service of various units within Operations like Business Operations, Technology Operations, Help Desk etc., This includes managing the team who are responsible for monitoring and detecting the Incidents, Back office jobs, Preparations of RCA and Analysis on the same. Operations Manager will also work closely with the External departments like Development, IT Infra, Database Unit staff, Region Client Director, Client wherever necessary and decision makers in these departments in order to provide efficient service to our clients across the Region.

Job Responsibilities:

- The ideal candidate should be an enthusiastic person.
- Efficient in handling all kind of situations that typically arise in an operations environment associated with the financial services industry.
- The person should have the ability to lead and motivate a team to perform their roles.
- Keen attention to detail and proven analytical, evaluative, and problem-solving abilities is a must.
- Tasks will include preparing and distributing various reports (daily/Weekly/Monthly) to stake holders.

Required Skill Set

- A very good oral and written communication skill in English is a must.
- 3- 5 years of relevant professional experience is preferable
- Exposure to the Financial Industry and knowledge in Cards and Payments will be an added advantage.
- Post graduate is preferred but not necessary.