

Assistant Manager - Operations

JOB DESCRIPTION

1. GENERAL POSITION INFORMATION

Title:	Assistant Manager - Operations
Grades	Executive
Department or Unit:	Operations
Immediate Supervisor:	Manager – Operations
Position(s) directly subordinate:	Executive/Assistant
Salary	No constraint for a suitable candidate
Location	Head office (Patna, Bihar)

2. MAIN OBJECTIVE

Position is to responsible to design, evaluate and report on various aspects of product and process, help in the day-to-day operations support for the branches, evaluate new areas for expansion, participate in the branch setup process, handle small to medium projects on various aspects related to process and methodology.

3. KEY RESPONSIBILITIES

- Coordinate with all support functions to review the impact of implementation of new systems / procedures / policies
- Ensure timely clients' insurance and claim settlement
- Reviewing clients' insurance policy and process as and when needed
- Analysis of Insurance Data and branch wise cost
- Compliance with cost effective practices
- Strengthening portfolio quality and monitoring system
- Strategy formulation for higher client reach & expansion
- Identify growth opportunities and set up new branches
- Providing Branch management, IT strategy, Profit orientation
- Provide the information, documents upon request for audit- internal and statutory.
- Reviewing functions and performance periodically.
- Data security related to insurance and operations dept.
- To be a part of team to develop policies and procedure with respect to product and service offered by saija.
- Develop relationship with various stakeholder, service providers etc

PROFILE REQUIRED

1. EDUCATION

- Minimum of Bachelor's degree with relevant experience of minimum 3-5 years

2. PREVIOUS EXPERIENCE

- Minimum 2 years in any financial institutions or MFI/NBFC.
- Previous experience in a supervisory role will be preferred

3. SKILLS AND PRINCIPAL CHARACTERISTICS

Skills:

- Ability to interpret operations data.
- Analytical Skills
- Skillful communication of ideas and knowledge
- Ability to work to deadlines and targets can prioritize tasks under pressure.
- The ability to work quickly, flexibly, effectively and positively in response to requests made at short notice.
- Flexible and adaptable, comfortable with juggling a range of tasks in a fast-moving, dynamic start-up environment
- Pro-active, ability to work under own initiative without direction
- The ability to prioritize and organize own workload in an effective and accurate manner, whilst working within broad guidelines.
- Computer proficiency is must.
- Basic accounting and financial knowledge
- Must be willing to work with/for low income clients/poor

Qualities:

As an individual responsible for the function of Operations Dept., s/he is expected to be organized, able to take initiative, open to suggestions and change, and able to work under stress to accomplice the task.

Other requirements:

- Physically fit and willing to work in-field