

Operations Manager

Description

The incumbent will be primarily responsible for the overall monitoring and oversight of the operational activities at every level of our organisation. The incumbent shall also work with internal and external teams to achieve operational performance, proactively mitigate emerging issues, identify areas for improvement, manage remediation of incident management and resolution of customer impacting issues.

Responsibilities

- Overall responsible to build, monitor, and manage objectives and KPIs for the operation team.
- Plan, build and manage an operation team, motivating team members to deliver operational excellence.
- Plan, execute, monitor and review all operation processes to support business objectives.
- Responsible for performance standard monitoring and management reporting.
- Continuous improvement of operation functions to align with business objectives.
- Gather, analyse, and summarise data and progress to overall objectives and KPIs. Identify trends and possibilities, then convey them to all levels and urge action.
- Monitor system issues and aid in their resolution.
- Develop and present possible corrective actions when issues arise.
- Engage with partners, payments service providers, merchants, and technology firms to advance strategic alliances and plans.
- Source, engage, coordinate and manage partners or vendors involved in the operation.
- Develop company policies related to operation.
- Ensure policy, regulatory and contractual compliance.
- Contribute to product development and innovation from an operation perspective.
- Tracking operation costs toward maintaining profit-margins.
- Performs additional related duties as assigned.

Requirements

- Tertiary degree with 5 or more years of full-time professional work experience in operation roles.
- Prior operation experience in financial services, specifically payments industry preferred.
- At least 1 year of team management experience
- Existing basic understanding of the working of mobile and digital payment.

Skills

- Team and people management towards operational excellence
- Interpersonal and customer service communication skills
- Working with cross-functional stakeholders and clients.
- Written and verbal communications skills, including ability to develop clear, insightful presentations, internal briefs and reports.
- Conflict management and resolution

Hiring organization

OxPay

Employment Type

Full-time

Job Location

Singapore

Date posted

January 30, 2023

- Systematic and methodical in diagnosing issues
- Technical interest and aptitude to work with digital productivity tools, mobile devices, etc.
- Good ability to work with spreadsheet, data, and data analysis
- Integrity (Honesty, Dependability)
- Sense of urgency
- Self-starter, proactive
- Problem-solving skills
- Resourcefulness
- Attention to detail
- Active Learner