

BFCFXHRJ-007 – Asst. Manager - Operations| Forex | Mumbai Head Office.

About the role:

The Candidate will be responsible assist the Head of Operations in the day-to-day support to branches and other departments. **Experience in ADII operations is mandatory.** Supervises the workflow in the department and Branches to ensure that daily tasks of each team member are carried out accordingly. Ensure all operational policies and procedures are followed in the branches and in the department.

Your Responsibilities:

Leadership/Management:

- Supervises the members of the Team and Branches to ensure that their individual tasks are efficiently carried out.

Customer Services

- Ensures that support to branches and other departments, as may be required, are provided and problem resolutions are delivered in a timely manner.

Operational Excellence

- Assists the Head of Operations in ensuring that records in the custodianship of Operations are accurate and readily available when requested.
- Escalates to the Head of Operations any policy / procedure that is violated in the branches or within the department.
- Identifies any system-related issues and report to HOP and coordinates with IT on requirements of branches.
- Monitor the branch activities and day to day operations
- Train the branch staffs to attain the operational efficiency.
- Work closely with the branch to upgrade the internal audit ratings of the Branches.

Teamwork

- Contributes to an environment of teamwork within the department by ensuring everyone realizes that the success of the department is dependent on all working towards the same organizational goals.
- Assists the Head of Operations in liaising with other functional areas of the organization's business for ease of problem resolution.



About You:

- Excellent Mathematical Skills
- Fluent in English & Excellent communicator
- Strong customer service skills
- Basic PC skills (intermediate knowledge in MS Office)
- Strict work ethics & Well presented
- Self-motivated with high levels of drive and energy
- Excellent organization and negotiation skills

Contact us on hr@bfcforex.com