



<https://decastroconsulting.ph/careers/operations-manager/>

Operations Manager

Primary Responsibilities

The Operations Manager will oversee the day-to-day operations of the company, ensuring the smooth and efficient delivery of services to clients. This role requires a highly organized individual with a strong understanding of financial operations, customer service, and team management. The Operations Manager will be responsible for optimizing internal processes, managing a team, ensuring compliance with legal and regulatory requirements, and enhancing client satisfaction.

RESPONSIBILITIES:

- Oversee and manage all operational activities of the company, including coordinating debt settlement processes, managing client accounts, and ensuring service delivery standards are met.
- Lead, mentor, and develop the operations team, including customer service representatives, debt negotiators, and other staff, ensuring performance targets and KPIs are achieved.
- Identify opportunities for improving operational efficiency and client experience through process optimization and the implementation of best practices.
- Serve as a point of escalation for clients, addressing concerns and ensuring that clients receive timely updates on their debt settlement progress. Foster long-term relationships by maintaining high customer satisfaction levels.
- Prepare and present regular reports on operational performance, including client outcomes, team productivity, and financial metrics. Use data to make informed decisions and adjust strategies as needed.
- Ensure compliance with industry regulations, ethical standards, and company policies in all client interactions. Stay informed and provide ongoing training to team members to ensure they stay updated on industry trends, debt settlement processes, and regulatory changes.
- Work closely with the legal and compliance departments to mitigate risks and ensure proper documentation is maintained for all client interactions.

QUALIFICATIONS:

- Resides within Metro Manila or nearby areas.
- High school diploma or equivalent (Bachelor's degree is a plus).
- Proven experience as an Operations Manager or in a similar role, preferably within a financial services, debt settlement, or collections environment.
- Strong interpersonal and communication skills.
- Knowledge of debt settlement programs and services.
- Excellent leadership, communication, and interpersonal skills.
- Ability to analyze complex data and develop actionable insights.
- Strong problem-solving skills and the ability to make decisions under pressure.
- Proficiency with office software (Microsoft Office Suite, Google Workspace) and operational management tools.
- Detail-oriented with exceptional organizational and multitasking skills.

Employment Type

Full-time

Job Location

Metro Manila, Philippines

Date posted

December 19, 2024

Contacts

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