



Example of CIB-Operations Manager Job Description

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Our innovative and growing company is hiring for a cib-operations manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for cib-operations manager

- Takes appropriate steps for resolution of all identified exceptions
- Ensures all service level agreements are met and client satisfactions levels are obtained
- Ensures the firm and departmental policies and procedures are adhered to at all times
- Provides leadership, organization, direction, and administration of all division business support services, including headcount analysis, finance, and budget planning, the administration of policies, personnel, space and facilities planning
- Supports the execution of budget-related activities for Prepaid Card Operations
- Takes an active role in the development and preparation of all ad-hoc reporting directives for Prepaid Card Operations, which provides information and analysis, including status and outcomes, related to established objectives and goals for departments reporting to GECO
- Develops, communicates, and enforces policies, and procedures to complete required reporting processes and prepare reports necessary to a wide range of internal clients
- Assists with conducting operations-focused meetings, developing agendas, recording outcomes, and summarizing results
- Coordinating and project managing client implementation activities end to end
- Liaising with internal and external stakeholders to schedule and manage pipeline activity and ensure pipeline status is communicated

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- Experience in an operational / financial services / customer services environment
 - Take ownership and display the ability to follow through with departmental objectives whilst taking into account risks involved in daily processing
 - Knowledge of TSSFX would be useful as would Athena and IRFE
 - Capability to prioritise and multitask
 - Influence and relationship building with all business partners
 - Demonstrate an ability to manage multiple projects simultaneously across a varied book of work