



Example of Markets Operations Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of markets operations. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for markets operations

- Be a catalyst and change agent to continually review and improve processes and controls to improve service quality and enhance customer satisfaction
- Reduce manual work and achieve automation to target for "No Ops"
- Establish a seamless working relationship with the other Equities Ops teams, viz., Payments & Receipts, Internal Customer Service, Static Data Control, Cashbook Control
- Develop and train talents and key personnel to achieve seamless succession planning
- Working closely with Operations & Technology partners to identify and scope opportunities for strategic operational and technological improvement, including interviewing stakeholders, understanding and articulating current/future state business process flows, activity based costing
- Developing business cases to support evaluation and execution of high value initiatives, including financial modelling (including budgeting, ROI), raw data/MIS sourcing and analysis, storyboarding, stakeholder management, and managing visual presentation
- Developing project timelines and milestones in conjunction with stakeholders and ensuring commitment and accountability
- Understanding, evaluating and articulating the array of solutions offered in the market by third party technology, FinTech and operations vendors
- Support internal "buy-in" discussions and strategic discussions with external audiences

Qualifications for markets operations

- Store Operations management experience with a large retail/franchise company will be an added advantage
- Sound knowledge of retail operations and mathematics, budget management, inventory and systems control, merchandising, retail buying & sales, and knowledge in real estate and evaluating retail sites
- Ability to effectively apply sound project management methodologies
- Highly developed organization skills and high profile communication skills
- Process and delivery orientation with high sound business analysis and quantitative skills
- Being a visionary and strategic thinker incumbent will have ability to create, lead and inspire high-performance teams towards common goals through leading by example