



# Example of Resolution Manager Job Description

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Our innovative and growing company is hiring for a resolution manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for resolution manager

- Monthly reporting and analysis for Operations functions
- Line of business support/reporting
- Hierarchy approval and maintenance process
- Efficiency tracking and reporting
- Weekly headcount analysis
- Key metric and unit cost reporting and analysis
- Manage Risk and Opportunity process
- ICE II conversion including reporting conversion and testing of new system
- Management of FOS cases including providing individual coaching and support and building on the existing knowledge management framework
- Management of overall performance, quality and responsiveness across the team, including ongoing improvement in FOS costs

## Qualifications for resolution manager

- Management & oversight of lending product escalations ensuring overall customer satisfaction
- Participate in tactical execution/implementation stemming from senior management strategic planning to improve overall operational effectiveness within the Toronto or Montreal Lending group and to achieve the desired customer service levels
- Remain informed of overall quality assurance and develop plans for continuous improvement

- Accountable for gap assessment of back office processes and critical to compliance (CTC) requirements
- Accountable for completing audit finding management action plans and ensuring timely completion