

<b>JOB TITLE</b>	<b>TEAM LEADER - OPERATIONS</b>
<b>REPORTS TO</b>	<b>GENERAL MANAGER</b>
<b>JOB PURPOSE:</b> The position is responsible for ensuring operational excellence, accurate investment processing, and top-tier client service delivery.	
<b>KEY TASKS, DUTIES AND RESPONSIBILITIES</b> <ul style="list-style-type: none"> <li>• Post daily contributions, redemptions, and investment transactions in the ERP investment system.</li> <li>• Reconcile daily bank statements with system transactions for accuracy and timeliness.</li> <li>• Oversee daily NAV calculations and ensure correct pricing and returns.</li> <li>• Manage income distribution for Collective Investment Schemes (CIS).</li> <li>• Prepare and dispatch accurate client statements and process redemptions and interest payments promptly.</li> <li>• Handle client onboarding, including KYC processing, system creation, and issuance of receipts, welcome letters, and contract notes.</li> <li>• Respond to client queries and maintain updated, accurate client records.</li> <li>• Monitor and ensure optimal performance of the OAM mobile app and USSD platforms.</li> <li>• Collaborate with IT and business units on system enhancements and operational needs.</li> <li>• Document system requirements, track implementation, and support post-launch improvement.</li> <li>• Prepare monthly CIS and client performance reports, and coordinate AGM and member register updates.</li> <li>• Manage client communication through scheduled and bulk SMS dispatch.</li> <li>• Maintain and review SOPs for compliance and efficiency.</li> <li>• Document incidents, update the risk register, and support audits and reporting.</li> <li>• Supervise front office and client service teams, ensuring high performance and client satisfaction.</li> </ul>	
<b>REQUIREMENTS</b> <ul style="list-style-type: none"> <li>• A Bachelor's degree in business related from a recognized university.</li> <li>• Being in a financial service is an added advantage.</li> <li>• 4 years of working experience in dealing with client.</li> </ul>	



**HOW TO APPLY:**

If you are interested in the position and have the required qualifications, skills and experience, kindly

[Click Here](#) and apply on or before **Tuesday, June 10, 2025**.