

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



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 **Monday, January 26, 2026.**