**Job Role :** Area **Operations Manager (Retail Asset Finance)**

**Employment Type** : Fulltime
**Location:** Hyderabad, Telangana
**Experience**: 5-6 Years

## Company Description

Heritage Finlease Limited is a NBFC company based out of Hyderabad, Telangana , India.
**Website :** www.heritagefinlease.in

### Position Overview

We are looking for an experienced and result-oriented **Operations Manager – Retail Asset Finance** to manage and oversee end-to-end operational activities, including loan disbursements, customer service, and regulatory compliance.
The incumbent will be responsible for ensuring smooth and efficient business operations, maintaining operational accuracy, delivering excellent customer service, and ensuring adherence to internal policies and regulatory guidelines.

### Key Roles & Responsibilities

**1. Disbursement Operations**

- Manage end-to-end loan disbursement processes for retail asset finance products.
- Ensure timely and accurate disbursements after completion of required documentation and approvals.
- Verify loan documentation, sanction conditions, and operational checklists.
- Coordinate with sales, credit, finance, and other internal teams for seamless disbursement processing.
- Ensure adherence to defined turnaround times (TAT).

**2. Customer Service & Grievance Management**

- Oversee customer service operations and ensure timely resolution of customer queries and complaints.
- Maintain high standards of customer experience and service delivery.
- Establish effective processes for handling customer requests and escalations.
- Monitor service quality and turnaround time.

**3. Compliance & Process Management**

- Ensure compliance with applicable RBI guidelines, regulatory requirements, and internal policies.
- Maintain proper documentation, audit trails, and operational records.
- Coordinate internal and external audits and ensure timely closure of observations.
- Identify operational risks and implement appropriate control measures.
- Ensure adherence to company SOPs and operational policies.

**4. Operational Excellence**

- Monitor daily operational activities and ensure process efficiency.
- Identify process gaps and implement improvements to enhance productivity.
- Track operational MIS, performance metrics, and service levels.
- Coordinate with cross-functional teams to ensure smooth business operations.

**5. Team Management**

- Lead and manage the operations team.
- Allocate responsibilities and monitor individual and team performance.
- Train team members on operational processes, compliance, and customer service standards.
- Ensure achievement of operational targets and service benchmarks.

**Candidate Profile & Eligibility**

- Graduate in any discipline; postgraduate qualification will be an added advantage.
- Minimum 5 years of relevant experience in an NBFC.
- Experience in a similar operations management role within the **Retail Asset Finance segment** is essential.
- Strong hands-on experience in loan disbursements, customer service, and compliance.
- Good understanding

**Application Process**

Interested and eligible candidates are requested to share their updated resumes at:

**Email : hr@heritagefinlease.in**

**Ph : 8897621143**