



<https://fintechnews.africa/job/operations-manager-at-paelyt-solutions-limited/>

## Operations Manager

### Description

We are looking to recruit an Operations Manager who will contribute to the fulfilment of our business goals.

- The Operations Manager is responsible for overall loan operation management and oversight of the loan support staff, recovery as well as customer care function.
- The individual manages the processing, servicing, compliance and customer service functions for the Operations department.

### Responsibilities

- Manage the day-to-day workflow for the team
- Manage personnel including reviews, training, escalations, metrics and compensation
- Review and approve/decline loan activity (applications, disbursement, KYC, due diligence) in line with the approved processes of the organisation.
- Calculate and track complex interest and fee accruals necessary for structuring or restructuring of loans.
- Guide staff to reconcile daily disbursement and repayment activity to account for all daily cash transactions
- Read and interpret complex legal credit agreements and related documentation working with legal team (when applicable)
- Monitor and escalate past due principal, interest, and fees to ensure that the loan monitoring and loan recovery activities are managed in a timely fashion in line with approved processes
- Lead or contribute to the documentation of standard operating procedures for all operations activities.
- Ensure timely issuance of invoices, credit bureau reports and any other 3rd party reports
- Provide information as requested by customers, business partners, lenders etc
- Monitor internal reports and hold staff accountable for clearing items or updating comments
- Collaborate with the commercial team to develop and launch new/revised products.
- Help develop a culture of inclusiveness, accountability and motivation and drive optimal efficiency of the team.

### Qualifications

- Bachelor's Degree (2:1 or above) required from a reputable higher institution.
- A minimum of 4 years of prior supervisory experience required.
- Previous management experience a plus
- Completion of National Youth Service Corps (NYSC) program or evidence of waiver
- Graduate degree in business, Finance or an MBA is an added advantage.

### Hiring organization

Paelyt Solutions Limited

Paelyt Solutions Limited is a FinTech company providing financial and technology solutions for businesses and individuals. Through partnerships with clients, our solutions are functional at key banks and financial institutions. Additionally, the company provides a robust platform for loan disbursement, repayment, and management.

### Employment Type

Full-time

### Job Location

Lekki Peninsula, Lagos, Nigeria

### Date posted

29 November 2021

Apply

## **Skills And Experience**

- Minimum of 7 Years of work experience.
- Ability to work on tasks with minimal supervision
- Advanced knowledge of Microsoft Office products a plus
- Excellent reporting and business writing skills
- Exceptional written and verbal communication skills
- Strong analytical, problem solving and proven decision-making skills
- Experience with reading and interpreting loan documentation or related experience dealing with legal documentation is preferred

## **Abilities**

- Teamwork
- Quality Management
- Innovation
- Adaptability
- Self-driven
- Motivated
- Reasonable understanding of modern business requirements
- Think logically and clearly
- Meet assigned deadlines
- Effective communication and interpersonal skills
- Excellent time management and organizational ability
- Ability to create, review and update policies and procedures.