

Job Title: Branch Operations Manager

CTC: Up to ₹9.5 LPA

Product: Affordable Mortgage Loan (LAP)

Qualification: Graduate

Role Overview

The Branch Operations Manager will be responsible for managing end-to-end branch operations, ensuring efficient processing, compliance adherence, and seamless coordination across sales, credit, and backend teams for LAP business.

Key Responsibilities

- Manage daily branch operations and ensure smooth workflow
- Handle loan file processing, login, documentation, and disbursement coordination
- Ensure adherence to policies, compliance, and audit requirements
- Maintain accurate records and MIS reporting
- Coordinate with sales and credit teams for timely case movement
- Monitor TAT and improve operational efficiency
- Resolve customer queries and ensure service quality
- Support branch in achieving business targets through operational excellence

Experience Required

- 4–8 years in BFSI operations (LAP/Home Loans preferred)
- Experience in loan processing, documentation, and disbursement
- Strong understanding of compliance and audit processes

Key Deliverables

- TAT adherence and process efficiency
- Error-free documentation and disbursement
- Compliance and audit readiness
- Customer satisfaction

Skills

Branch Operations | Loan Processing | LAP Documentation | Disbursement Handling | Compliance & Audit | MIS & Reporting | Coordination | TAT Management | Customer Service | Attention to Detail | Process Improvement | Problem Solving | Communication

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