

CHOPPIES

Great value for your money!

Choppies Distribution Centre Pty Ltd requires the services of FINANCIAL SERVICES-OPERATIONS MANAGER.

About the role

To lead, motivate and develop Financial Services Operations teams to provide efficient, quality and compliant service delivery in relation to all regulated financial products, and support all Choppies stores across Botswana.

KEY RESPONSIBILITIES

- Oversee team performance by monitoring expected productivity and quality standards to ensure service levels are achieved.
- Develop, implement and manage strategies and communications to maximise performance and service and minimise bad debt losses and complaints, whilst ensuring fair customer outcomes.
- Coach, mentor and manage underperformance to improve departmental standard of customer service, regulatory compliance and handling standards.
- Have a full understanding of our clientele financial services products including outcomes with regards to treating Customers fairly.
- Team management, lead, motivate and develop direct reports setting targets and objectives.
- Ensure regular quality monitoring of both internal and external teams to ensure robust and consistent delivery of customer service, and regulatory requirements
- Create an environment of continuous improvement where feedback and learning from the Regulatory Complaints is delivered with action plans documented and followed up.
- Work closely with the wider Financial Services and Customer Experience teams to achieve synergies and operational efficiencies with specific reference to regulatory requirements and supplier processes
- Prevent escalation of customer complaints by implementing appropriate handling solutions, undertaking root cause analysis and applying continuous improvement methodologies.

QUALIFICATIONS AND EXPERIENCE

- Bachelor's Degree in Business, finance, or related field.
- A minimum of 6 years' experience in retail business.
- Proven experience working in retail at senior level.
- Sound knowledge of financial legislation.
- Proficiency in all Microsoft Office applications.
- Strong mathematical skills.
- Excellent analytical, organizational, and problem-solving skills.
- Effective communication skills.
- Exceptional customer service skills.



Please send applications no later than the 15th June 2023 to vacancies@choppies.co.bw or the below address.

Human Resources General Manager

Choppies Enterprises Limited

Private Bag 00278

Gaborone