

Operations Manager – FinTech

Description

The role will be multi-faceted with a core focus on providing top-notch support to our clients. You will have the opportunity to play a key role in leading and developing the team as we significantly grow our client base and prepare for European expansion

The role reports to the group COO

Scope of the Role

- Lead all client support functions of the platform
- Provide first-line operational and trouble-shooting support to clients and coordinate incident management with IT development team
- Manage and perform client onboarding and account opening processes
- Perform client invoicing processes
- Perform daily platform administration, monitoring, maintaining and reporting
- Provide support to iLex sales teams for operational matters
- Co-operate with IT development and product teams for product development and managing quality assurance
- Help design, improve and implement adequate operational policies and control procedures
- Manage, build and grow the operations team

Responsibilities

You should be keen on working within a start-up style environment, understanding the unique responsibility, creativity and flexibility that is required, and the challenges and opportunities that come with it

Core requirements for candidates are:

- 5 to 10 years of experience in an operational role with institutional client supporting responsibilities.
- Ideally experience in financial markets industry or products of a technical nature
- Detail oriented with a good appreciation for risk and control procedures and environments
- Ability to work independently as well as collaboratively with strong self-starter characteristics
- Well-organized and multitasker
- Strong communication and written skill

Other valued characteristics:

- Good awareness of and an interest in IT with technical proficiencies are a strong plus.
- Experience using Zendesk and JIRA would be a plus
- Knowledge of capital markets financial products would be valued
- Mandarin speaker would also be a plus
- Degree educated

Hiring organization

iLex

iLex is a fintech start-up creating the first all-to-all electronic market and trading platform for corporate loans, delivering an augmented network and targeted deal opportunities for loan market participants using its proprietary matching engine. Through the use of its digital solutions and strategic partnerships, iLex will facilitate the end-to-end automation of primary syndication and secondary market workflows and provide a comprehensive source of loan market data and analytics

Supported by industry players in the loan market ecosystem, iLex is leading innovation to deliver better liquidity, efficiency, intelligence and security to the corporate loan market. iLex was launched in 2019 and is based in Singapore

Job Benefits

Working with a fintech pioneer, you will play a big part in the growth and success of a company providing revolutionary solutions to the world. you will work with seasoned capital markets professionals and gain an in-depth knowledge and understanding of the corporate loan market and trends in financial markets, fintech and innovation

There will be significant scope for personal development, domain knowledge and exposure to the company's key stakeholders, aligned to the development of iLex globally

Permanent positions at iLex include a monthly base salary inclusive of CPF (if applicable) commensurate with your level of experience and skills set, plus equity-based compensation per the company's ESOP plan, 25 days of leave, medical insurance and other employee benefits as implemented by the company from time to time

Employment Type

Full-time

Industry

Capital Markets

Job Location

Singapore, Singapore

Date posted

November 12, 2021

[Apply](#)