

Assistant Vice President / Senior Associate, Operations Specialist & Project Management, Technology & Operations

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Company: DBS Bank

Location: Vietnam

Category: other-general

Business Function

Corporate and Investment Banking provides corporate customers with a full range of commercial banking products and services, including cash management services, current accounts, time deposits, trade finance, working capital finance, term loans and foreign exchange. Through our continued commitment, DBS has cultivated long-standing relationships with its customers in the region that are based on account relationship management, service differentiation, product development and rigorous credit standards.

Responsibilities

To attend operational processing as required/assigned

To drive transformation of process improvement, automation, innovation with new initiatives

To act/delegate as a leave cover for team leads and other roles within Operations as assigned

To attend Operational processing and related activities across functions

To deliver and ensure operation quality, efficiency

To maintain high quality of client experience and employee experience

To drive transformation, review and improvement of operational process and documentation

To ensure compliance with internal control and local regulatory requirements

To participate/lead in projects related to Technology and Operations

To support Head of Operations/COO in daily activities, training and development as required.

Attend and/or assist in daily operational processing, process review

Drive review of all operation process, procedure (SOP), and other documentations

Collaborate with internal and external stakeholders within team and cross-team for new products, new services, process change management, improvements etc....

Drive continuous improvement, transformation, automation in term of Ops BAU processing,
report automation
Efficiency and capacity improvement
Cost saving
Better service
quality
Enhancing customer experience
Reducing staff pain points

Assisting Head of Operations and Operational teams to: Review process including updating SOP, guidelines...
Strengthen risks and controls
Work on new products and services
Maintain data and reporting (including both internal and external)
Work with UORM / Op Risk for all matters related to Technology and Operations
Provide back-up supports to peers within T&O team
Training and sharing for staff
Other tasks as assigned

Requirements

University Degree

Minimum 8 years' experience in Banking operations (having experiences in Trade Operations is an advantage)

Positive attitude

Good understanding of one or various Operations processes and activities such as Trade Ops/Account Service Ops/Payment Ops/Treasury Market Ops.

Knowledge of Operations related activities and related local regulatory requirements

Good risk management and compliance awareness

Good project planning, management, and implementation

Collaborative, able to interact effectively with internal & external parties of all levels

Competency in written and spoken English

Interpersonal Communication Skill

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We offer a competitive salary and benefits package and the professional advantages of a dynamic environment that supports your development and recognises your achievements.

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