

Argentina Jobs Expertini®

Operations Manager

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Company: JPMorgan Chase & Co.

Location: Buenos Aires

Category: arts-design-entertainment-sports-and-media

Job summary

As a team leader in Operations, you will lead, motivate and support a team of analysts that take the day to day operations in its core: you will also give support, guidance and direction to researchers and specialists, and ensure methodologies and processes are followed and clients are receiving solutions in a timely and useful way.

Job responsibilities:

Provide support, guidance and direction to researchers and specialists, and ensure methodologies and processes are followed and clients are receiving solutions in a timely and useful way

Use metrics to understand and closely monitor operational performance . demand vs. capacity fluctuations and forecasting of staffing requirements to optimize output

Be responsible for the day-to-day management and overall supervision of their local team members. This includes daily work in progress, as well as recruitment, training, staffing, skills development and performance management

Understand and ensure adherence to regional policies - Human Resources, Compliance and all departmental policies and procedures as well as health/safety regulations, including any location-specific guidelines

Foster and maintain positive, professional work environment that promotes inclusivity, engagement, and rapid solutions for clients. Provide feedback and support, solicit and

respond to staff feedback and ideas, remove obstacles, and monitor and enhance morale

Seek opportunities to improve processes, technology, services and client satisfaction, and help on the implementation of those improvements locally and globally

Keep the global management team aware of issues affecting the center operations, create appropriate mitigation strategies and implementation.

Required qualifications, capabilities, and skills

Availability to work the following Shift: Sunday - Thursday, 1:00 pm – 10:00 pm -

Work from home: 2 times a week (Sundays included, Transportation back home covered).

Bachelor degree completed.

Advanced level of English to communicate in a written and verbal manner.

More than 5 years of relevant experience leading a team.

Preferred qualifications, capabilities, and skills

- Bachelor degree in Business/ Economics/ Business Administration/ Finance.

If you join the company, you will be part of a diverse and inclusive team that supports each other and will empower you to do your best work.

Your wellbeing is very important to us. Below you'll find some examples of ongoing initiatives to promote it and a link to learn more about our benefits & culture:

Home office/ and work tools to ensure a great experience.

Generous vacation, exam and parental leave.

Support for parents, including Family Network that provides support to parents and caregivers, Lactation room on premise, and

for you and your family, including domestic partners.

which provides personal and confidential advisory on psychological, financial and legal matters.

Wellness programs – . Yoga, stretching and mindfulness classes delivered on premises.

Language classes, mentorship programs and customized trainings.

Platform for employee discounts in Buenos Aires.

Many others that will be presented to you if you join the team.

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