



JOB DESCRIPTION – Chief Operating Officer (COO)

1. JOB PURPOSE

- Incharge of Business Operations of the Company

2. REPORTING TO : GM & MD

3. RESPONSIBILITIES AND ACCOUNTABILITIES (Indicative)

| Accountabilities | Major Activities |
|-----------------------------------|--|
| Business Strategy and Development | <ul style="list-style-type: none">• Strategize the Business Operations relating to the business vertical(s) under his charge and set goals for the operations team.• Provide critical inputs to the top management for setting/ review of business goals for the organization.• Identify manpower requirements based on the business plan and help the Management to identify, recruit and train the most suitable manpower for operations• Provide strong leadership to the business operations team in HO and in the Regions and be a mentor and guide for them.• Prepare a long term perspective business plan for expanding the business of the organization for all verticals• Develop an innovation culture within the Operation team so that the business strategies are constantly innovated to be in tune with the changing business environment• Detailed work plan for achieving the business goals in the short-term (5 year plan with annual landmarks)• Closely monitor the implementation of the work plan with the help of the Regional Managers and the District/ Branch Offices• Ensure that the Operations are carried out in the most transparent mode and are cost effective. |
| Human Resources Management | <ul style="list-style-type: none">• As the leader of the Operations Team, ensure that the team members remain motivated and dedicated• Shoulder responsibility and support the MD in staff appraisal, promotions, disciplinary action etc.• Coordinate with support department heads to improve efficiency of operations through timely support services (e.g timely settlement of claims, IT support, funds management, transfers, etc.)• Will be responsible for human resources in branches and regional offices, including, hiring, periodic assessment, etc. |
| Credit Appraisal | <ul style="list-style-type: none">• Set high standards in Business Transactions - ensure Transparency, Timeliness and ease of transacting business with the organization.• Engaging the clients/ intermediaries to ensure achievement of business goals without compromising on quality. |



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| <p>Management Information system</p> | <ul style="list-style-type: none"> • Work alongside the IT and operations teams to develop a well-functioning IT and MIS system for the organization • Devise MIS taking care of all information needs at various levels • Be a repository of all critical information pertaining to the operations of the organization by ensuring information flows from the field (business) units in a systematic and real time basis. • Send flash reports to the top management (MD/GM/ Board) on important business parameters periodically (daily/ fortnightly/ monthly, etc.) • Facilitate Agenda preparation for Board and Board Committees |
| <p>Audit and Control</p> | <ul style="list-style-type: none"> • Ensure that all field formations follow prescribed norms and processes including the statutory and regulatory norms applicable to the Company. |
| <p>Timely Escalation and Failure mode effective analysis</p> | <ul style="list-style-type: none"> • Ensure that he receives instant reports of any deviations/ distortions in business operations and action taken reports thereon from the field. • Advise/ take remedial action on such matters and report the action to the top management |

3. MAJOR FOCUS

- Make NABFINS a Leader in microfinance industry
- Being relevant in changing business environment
- Developing an innovation culture among the team members
- Ensuring integrity and efficiency of the client organizations as well as internal staff members
- Grow he company in size and business

4. INTERACTIONS

Internal Interaction

- MD / GM / BoD
- Functional Reporting Heads and Staff of all Departments at HO, especially operation Team and IT.
- Regional Managers, District Managers and the staff members in the field

External Interactions

- Government Functionaries
- NABARD Head office/Regional offices
- Senior Bankers
- Auditors
- NBFCs / MFIs / CSR Trusts
- Researchers / Academicians / Management/ Research Organizations
- SRO / State Level Organizations of MFIs



5. PERFORMANCE EVALUATION

Financial Dimensions

Steady Growth in Business (vertical and horizontal growth), No. of new clients/ associates added/ new business products initiated, Improvement in margin/ profitability of business operations

Other Dimensions

Innovations in Business Strategies, Image Building (among clients and public), retention of staff

6. SKILLS AND KNOWLEDGE

Educational Qualifications

- Management Graduate from reputed institutions, preferably with other relevant qualifications.

Experience

- 15-20 years of experience in a senior position, of which around 10 years similar job profile in a micro finance institution / micro finance business with sufficient exposure to the field operations in working with the target population.

Age Limit

40 – 50 years

Tenure

- Initially for 3 years extendable on a yearly basis based on performance

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