



Operational Manager

Tortola, British Virgin Islands

Job Description:

As the operational manager, you will play a crucial role in the growth and development of our branch in the BVI and will head the day-to-day operations of our office in Tortola. To be successful in this role, you will need to be very good with customers, have an excellent service mentality, be hard working and highly motivated.

You will interact with our customers on a regular basis, leading by example and holding the team accountable for putting our customers' needs first. Through your leadership and guidance, you will help foster a culture of excellence and customer centricity within the organisation.

Key Responsibilities:

- Efficiently manage the loan origination process while delivering the highest quality of service to our customers
- Attract new customers and grow the business step by step
- Verify and approve loan applications in accordance with established policies and procedures
- Collaborate with collectors and lawyers to address delinquent accounts and minimize associated risks
- Provide regular reports to senior management on the performance of the business
- Foster high levels of customer satisfaction by providing exceptional customer service

Qualifications and Requirements:

- Bachelor's degree in business administration or a related field
- At least 3 years of experience in a relevant role, preferably in the banking or financial services industry



- Strong analytical and problem-solving skills
- Excellent communication and interpersonal skills
- An entrepreneurial person with a strong ability to get things done
- Ability to adapt to a fast-paced and dynamic work environment

If you have the above mentioned qualifications, please send in your CV to bvi@advancecaribbean.com.