



Opening: Manager/Assistant Manager, Operations

About the Job

[Fintech Association for Consumer Empowerment \(FACE\)](#) is a non-profit industry association and [RBI-recognised Self-Regulatory Organization in the FinTech sector \(SRO-FT\)](#). FinTech companies come together at FACE to facilitate customer-centric digital financial services that are safe, suitable, and transparent, delivering positive impacts on society and the economy. Please visit our [website](#) and refer to the [SRO-FT Framework](#) to understand our work.

With a growing membership base and work, we need a dedicated resource to manage FACE's operational needs, including finance, human resources, vendor management, record keeping, documentation, and administration. We prefer the candidate location in NCR/Mumbai (flexible to location). Working with the AVP Operations & Membership, the candidate will shape and manage the company's operations for efficiency and compliance with internal policies.

FACE provides an open, innovative, impact-oriented, collaborative work environment for people to expand their horizons and thrive. The company offers a positive culture to empower people, giving them space to learn, strive for relevance and excellence and own the outcomes when making decisions.

Responsibilities

- Support with membership process, onboarding, contact management, documentation, etc.
- Work with vendors managing FACE accounts, finance, compliance, and payrolls to ensure oversight, quality, and timeliness as per the SLA.
- Support the FACE team with administrative tasks like travel, reimbursement, etc.
- Manage various MIS related to operations
- Custodian of company records, stakeholder repository, contacts, etc.
- Support with audit and compliance process.
- Any other tasks as assigned

Selection criterion

- Bachelor's degree.
- Work experience in administrative and finance roles.
- Hands-on with MS Office/Google Workspace tools and tech tools in general.
- Individual contributor, self-driven and imaginative to work independently, owning work from ideation to completion, prioritising effectively to deliver high-quality work and outcomes.
- Good interpersonal skills to collaborate and develop relationships with stakeholders, agencies, vendors, etc.
- Attitude of respect, openness to learning/feedback, working on new things, and dealing with shifting priorities and ambiguities in a changing landscape.
- Willingness to work in a small team with limited resources, undertake new responsibilities and multi-task on priorities as they come.

How to apply

Please send your CV and current CTC to teamface@faceofindia.org with the Assistant Manager/Manager Operations in the subject line by 31 Jan 2024.