

# Colombia Jobs Expertini®

## Operations Manager

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Company: ACI Worldwide

Location: Colombia

Category: other-general

### Description for Internal Candidates

#### **Job Title** : Operations Manager

If you've ever used an ATM, paid a bill through your phone, sent money to a friend or shopped online, chances are your transaction was safeguarded and processed using our software.

Now it's your turn to serve the payment needs of organizations and people the world over.

As an **Operations Manager** in **Bogotá (Colombia)** you will join a diverse, passionate team, dedicated to making possibilities happen in the payments industry!

#### **Job Summary**

Facilitate the development, implementation and continuous improvement of ACI's key compliance and risk processes and procedures. Works across organisational boundaries to ensure process consistency and adoption of key risk and compliance policies. Evaluate existing processes and work with key internal stakeholders to facilitate continuous monitoring, adherence and improvement. Develop metrics that provide data for process measurement, identifying indicators for future improvement opportunities.

Supports the various planning and operational functions of the organization. Provides planning and operational support to the Business Function, Product Line or Sales market segment with a focus on the execution of the five-year strategic and one-year operating plans. Role provides leadership and oversight for operational processes within and across business units. Ensures that key Ops and Planning processes and respective interfaces are uniformly defined, implemented, and measured.

This role will be responsible for the ongoing governance and compliance to the foundational

operational processes. Requires critical interaction with key cross functional stakeholders to help influence and identify improvement

### **Job Responsibilities**

Commercial Risk Compliance lead responsible for the process adherence, measurement, and improvement of core compliance processes

Accountable for team performance ensuring all key compliance controls are executed.

Lead Commercial Monthly Business Review with Commercial leadership team

Responsible for cross functional co-ordination and ownership of key risk and compliance remediation processes

Act as key process lead for processes including, but not limited too Market Expansion, Anti-Corruption and Partner Due diligence.

Establishes the definition of methodologies, processes, procedures, and best practices in accordance with ACI's defined process framework.

Utilizes the appropriate components of the process framework based on the identified objectives and needs.

Identifies and monitors the tasks, estimates and milestones required to meet the identified project objectives for Risk and Compliance deliverables

Identifies the stakeholders required to participate in process definition activities.

Makes recommendations for process improvements.

Documents, communicates and implements process improvements.

Compiles and communicates findings of process needs analysis and other key interested parties.

Creates and delivers process related training.

Participates in cross-organizational process initiatives to ensure consistency and representation of applicable organizations.

Develops and delivers process Improvement and Root Cause Analysis Frameworks.

Perform other duties as assigned

Understand and adhere to all corporate policies to include but not limited to the ACI Code of Business Conduct and Ethics.

Understands and complies with Risk Management program requirements including identification of risks, key controls, and control testing as applicable to their responsibilities

### **Knowledge, Skills and Experience**

Excellent communication skills both verbal and written

Ability to work with people from different functional areas and at varying levels

Bachelor's degree in Computer Science, Business Administration, Finance or equivalent experience.

3+ years related experience required, including operational and software application knowledge.

Ability to identify and solve problems

Ability to explain difficult concepts

Ability to follow up – know when to follow up and how to follow up in an appropriate manner

Open to change

Strong desire to continuously identify ways to improve and/or simplify the operation of the business

Willing to perform detailed, operational tasks as required by the business function or market segment

Intermediate Excel, Power Point, Word, Graphics for development of process and communication materials.

Compliance and Risk experience in understanding core policies for an organisation

Excellent presentation, oral and written communication, and listening skills.

Same Posting Description for Internal and External Candidates

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