Job Description: Operations Lead – Buyout

About the Role

We are looking for a highly motivated and detail-oriented individual to lead the end-to-end operations for policy buyouts in our organization. The role will be responsible for ensuring end-to-end buyout process for policyholders, insurer and investor coordination, support on building the buyout digital platform, and overall operational efficiency.

Key Responsibilities

- Lead buyout operations, leading a team of CSRs
- Improve process through-puts at all levels, conduct RCAs for drops and recommend interventions
- Ensure seamless buyout process for customers ensuring compliance with scripts and agreed SLAs
- Ensure renewal premium collections from existing investors
- Collaborate with product, risk, Operation teams to enhance loan workflows.
- Coordinate with Insurer operation teams for closure of ongoing cases & process improvement
- Work closely with technology team to integrate operational improvements.
- Act as a point of escalation for customer escalations
- Timely reporting to management

Why Should You Consider Working (In this Role!) With ValuEnable?

- We are a 4.2-year old well-funded and profitable, service focused insurtech venture, solving a USD 31 Bn per year customer retention problem for insurers. We work with 8 of the top 10 private Life insurers in the country helping them solve this problem.
- One of India's most well respected financial institute, Zerodha, is our lead institutional investor through it's fintech investment arm, Rainmatter Fintech Investment
- You will work with significantly senior levels at our partners' end, helping address their specific requirements.
- You will be handling interactions with multiple stakeholders such as business, technology and product teams. You can leverage the experience you already have, we promise your experience will only be enriched!

Qualifications & Requirements:

- Strong spoken and written communication skills
- Proficiency in MS-Excel or Google sheets – for data summarization, filtering
- Data-driven mindset with problem-solving skills.
- Strong exposure in operational role.

Location: Mumbai
Reporting To: Co-founders/Senior management