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### JOB VACANCY FORM

<table>
<thead>
<tr>
<th></th>
<th>Full-time</th>
<th>Part-time</th>
<th>Summer-Job</th>
<th>Internship</th>
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</thead>
<tbody>
<tr>
<td><strong>Job Title:</strong></td>
<td>DEPUTY OPERATIONS MANAGER</td>
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<td><strong>Application Deadline:</strong></td>
<td>As soon as possible</td>
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<tr>
<td><strong>Reference Number:</strong></td>
<td>300514-3</td>
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### Company Description

**FIRM/INSTITUTION NAME:**

**TYPE:** □ Local  □ Regional  X Multinational

**INDUSTRIAL SECTOR:** Financial Services

**BRIEF FIRM DESCRIPTION:**

Founded in 1998, being Western Union accredited agent and holding the largest agent network in the country ‘over 900 locations’, the company is the pioneer provider of financial services with a leading market position in Lebanon. The company is continuously growing its portfolio of services and this with always one goal, facilitating our client’s life by meeting the market needs and preserving the highest service quality. Today the company offers a wide bundle of services ranging from money transfer to payment services in addition to business-to-business services. Throughout the years, the company has succeeded in establishing solid and trustful relations with its clients, partners and agents in Lebanon and across the globe. It has thus managed to strategically position its brand around important values such as Convenience, Quality and Human Bonds.

**FIRM WEBSITE:**
Job Description

Scope:
The Deputy Operations Manager is responsible for leading the units' workflows, monitoring performed tasks, increasing productivity, enhancing service quality and setting proficient implementations of systems, policies & procedures and operational guides that will enhance the efficiency and performance of the Operations’ Department units.

Key Responsibilities:

Under the overall guidance of the Operations Manager

- Prepare operations strategy management:
  - Plan the departmental objectives/annual plan & budget of the Operations to support the overall strategic aims/corporate objectives
  - Drive the continuous improvement agenda with particular focus on maximizing productivity & measuring the effectiveness of Operations services across the organization and focus activities to improve customer feedback
  - Plan individual objectives for Senior staff in alignment with departmental objectives; lead the ones set by the latter to their team members
  - Design and lead the implementation process of the set strategy & projects in line with OMT vision

- Ensure operations compliance with laws, rules & regulations

- Manage Operations Systems Support Unit:
  - Ensure that suitable communication is made with HR (Learning & Development Unit) regarding agents who need training & regarding agents’ operators common mistakes
  - Coordinate closely with HR for any changes, corrective actions, trainings, incentive, penalty scheme, etc…

- Manage Back Office Unit processes:
  - Set new system requirements to develop, fulfill & perform operations processes

- Manage Stand-Alone Locations Units processes:
  - Draw plans and strategies to increase sales figures

- Manage Limits Administration Unit processes

- For all the Department Units: Seek, recommend and lead any automation to increase productivity and enhance service quality, through studying existing systems & applications:
  - Write requirements of processes & coordinate closely with ICT Department

- Communicate certain Operational matters to internal and external parties:
  - Communicate issues regarding procedures & applications to parties including Western Union, banks, etc…

- Set & update intra-departmental policies & procedures between Operations Department & all other company departments; ensure their implementation & maintenance

- Lead Operations Department team members in terms of tasks’ execution, delegation & staff empowerment, guidance & coaching, performance management & career development

- Provide reports to the Operations Manager & to the Board of Directors to keep them posted on major changes & projects
JOB LOCATION(S):
City: Beirut  Country: Lebanon

DEGREE:
X Bachelor  □ Master is a plus  □ Doctoral Degree
□ Undergraduate Student/ Degree not Necessary  □ Teaching Diploma

MAJOR/ EMPHASIS: MIS, Business Administration or equivalent. MBA is preferable

WORK EXPERIENCE: 5 to 6 years of experience in strategic operations management, quality systems assurance, development of operational policies & procedures, customer service management. Knowledge in systems applications management is highly preferable plus.

SKILLS:
Languages Skills: X English X Arabic X French Other:
Computer Skills: Proficient knowledge in Microsoft Office, especially in Excel
Reporting Lines:
- Reports to: Operations Manager
Competencies:
  o Systems Analysis and Design
  o Decision Making
  o Driving Change & Innovation
  o Operations Management Skills
  o Leading For Performance
  o Process Management
  o Fostering Teamwork & Cooperation
  o Strategic Alignment

Company Core values:
  o Team Spirit: working co-operatively with diverse teams, work groups and across the organization to achieve group and organizational goals. This includes communicating effectively and collaboratively with others.
  o Results Orientation: the ability to focus on the desired result of one's own or one's unit's work, focusing effort on the goals with concern for surpassing a standard of excellence and striving for improvement.
  o Respect: value the person independently from position, gender or race.
Integrity: contribute to maintaining the integrity of the organization, display high standards of ethical conduct and understand the impact of violating these standards on an organization, self, and others.

Customer Orientation: desire to identify and serve customers/clients, who may include the public, colleagues, partners, co-workers, peers and other organizations. Focusing one’s efforts on discovering and meeting the needs of the customer/client needs.

**SALARY**

Basic Salary Range:

Other benefits include:

- ☐ Accommodation
- ☐ Laptop
- ☐ Mobile Phone
- X Health Insurance
- ☐ Return Ticket
- X Bonus
- X Children’s Education
- X Transportation
- ☐ Lebanese NSSF
- ☐ None

**WORKING DAYS:**

**WORKING HOURS:**

**How to Apply**

Interested candidates may send their resume and cover letter by email to: Dr. Maryam Ghandour (mg03@aub.edu.lb) specifying the reference number: 300514-3

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**ALL STUDENTS AND AUB GRADUATES SHOULD ATTACH THEIR UPDATED RESUME AND COVER LETTER WITH EVERY JOB APPLICATION; OTHERWISE, YOUR EMAIL WILL BE DISREGARDED.**

For further information, please do not hesitate to contact:

**Dr. Maryam Ghandour**

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Tel/Fax: +961 1 744 488  
E-mail: mg03@aub.edu.lb  
Website: [http://www.aub.edu.lb/sao/cps/Pages/index.aspx](http://www.aub.edu.lb/sao/cps/Pages/index.aspx)

The job vacancies are for AUB students and alumni ONLY.