

## Baroda Global Shared Services Ltd.

<b>Position</b>	<b>Trade Services Head</b>
<b>Position Purpose</b>	<ul style="list-style-type: none"> <li>□ The Head-Trade Services will be responsible for performing multiple analytical, operational support &amp; client service and support specific tasks. The position will involve project work and technical assistance for Core Operations teams as well as a great deal of Front Office interaction to act as a conduit for all their operational questions</li> </ul>
<b>Role &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>□ Developing and executing operational strategies for improved risk management, customer service and operational efficiency</li> <li>□ Overseeing all trade operations activities are in compliance with regulations, procedures and policies established by the Bank and ensuring Trade and internal compliance information is adhered to and communicated to all stakeholders</li> <li>□ Implementing policies, procedures, and Trade Ops organizational structure for assigned operating unit within the framework of bank's policy</li> <li>□ Monitoring, tracking International Trade, US Government and local port initiatives. Anticipate potential impact on cost and deliveries, strategizing alternatives</li> <li>□ Anticipating new or changed demands for services through the observation of shifts in corporate strategies, import/export/SLBC volumes, and potential new opportunities</li> <li>□ Setting standards and reviewing the effectiveness of the department operations. Monitoring progress toward meeting set objectives and adjust activities as necessary to meet these objectives</li> <li>□ Identifying operational strengths and weaknesses with process improvements and solutions, including system upgrades, enhanced procedures and upgraded service team</li> <li>□ Planning and supervising all assigned staff work unit activities through subordinate managers to ensure a cohesive operational unit</li> <li>□ Developing and executing divisional succession planning and talent development</li> <li>□ Collaborating with International Trade branches/Sales team to support the growth of the Bank's trade finance revenue</li> <li>□ Managing the operating budget within the target</li> <li>□ Accountable for managing TATs, SLAs, operating Metrics within the established threshold for the respective levels</li> <li>□ Accountable for managing the staff turnover rate and the employee satisfaction index</li> <li>□ Consistently maintaining of superior audit quality</li> <li>□ Effective management of the processes to maintain control of the incidence of fraud and potential deterioration of financial results</li> <li>□ Managing of variety of complex business, service quality and technological</li> </ul>

	<p>issues requiring a high degree of conceptual thinking to develop efficient and cost effective solutions</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> May be required to manage operations in multiple locations</li> <li><input type="checkbox"/> Effectively managing organizational changes which affect the business</li> </ul>
<b>Experience and Job specific skills</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> 15+ years of International Operations and related experiences in multinational financial institutions or commercial banks;</li> <li><input type="checkbox"/> 5+ years of leadership and managerial experience</li> </ul> <ul style="list-style-type: none"> <li>• <b>Technical &amp; Functional Skills</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Broad knowledge of international trade industry, products, loan structuring, risks and compliance</li> <li><input type="checkbox"/> Working knowledge of rules, regulations and policies concerning banking services, particularly with commercial banking, C&amp;I lending, and correspondent banking;</li> <li><input type="checkbox"/> Advanced knowledge of international and domestic banking which may include managing multiple international businesses and processes;</li> <li><input type="checkbox"/> Strong problem solving skills with experience in handling complex transactions across multiple systems;</li> <li><input type="checkbox"/> Demonstrated ability to interact with multiple levels of staff, managers and business partners across multiple sites, businesses and/or countries;</li> <li><input type="checkbox"/> Leadership skills with proven ability to develop staff, assess issues and risks, make quick decisions, continuously improve processes and influence change</li> </ul> </li> <li>• <b>Behavioral</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ability to engage with internal and external stakeholders, gain their confidence and persuade them to cooperate with initiatives where required</li> <li><input type="checkbox"/> Outstanding communication skills and capacity to manage expectations</li> <li><input type="checkbox"/> Excellent leadership skills, capacity to lead by example and develop strong personal performance goals</li> <li><input type="checkbox"/> Ability to drive process improvement to continually improve service and reduce costs</li> <li><input type="checkbox"/> Excellent written and oral communication skills</li> <li><input type="checkbox"/> Ability to drive process improvement to continually improve services</li> </ul> </li> </ul>
<b>Educational Qualification</b>	Bachelor's degree in finance or accounting, or ten years equivalent experience. Preferably, MBA or CA
<b>CTC offered</b>	Compensation will not be a limiting factor for the right candidate and will be discussed on a case by case basis.
<b>Location of posting</b>	Ahmedabad The candidate may be deputed to work with the team(s) with the organization/ parent organization/ any subsidiary of the parent organization if and as deemed necessary.
<b>Email to be sent to</b>	Joginder.rana@bankofbaroda.com
<b>Website</b>	<a href="http://www.bankofbaroda.com">www.bankofbaroda.com</a>
<b>Contact Person</b>	Mr. Joginder Rana
<b>Contact Number</b>	022-6698 5124
<b>Last Date for application</b>	9 <sup>th</sup> June, 2017