

## Operations Analyst Jobs in Abu Dhabi | ADIB Careers

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Company: Abu Dhabi Islamic Bank

Location: , Abu Dhabi Emirate, United Arab Emirates

Category: other-general

## Operations Analyst Jobs in Abu Dhabi | ADIB Careers

### Job Responsibilities:

Ensure Department KPI (Key performance Indicators) and agreed service levels are met with Business for Operational processes and agreed activities with Business and stakeholders  
Ensure Complaints are addressed within SLA agreed with business and Service units. Key learning from these is updated back in process / with the team  
Manage the offshore/ onshore team maintenance processes and support the new to bank customers account opening within the agreed TAT.  
Monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level and improving process.

### Job Requirements:

At least, 3+ years of banking experience in Banking Operations.

Good leadership skills & Team player

Self-motivated

Able to multitask, prioritize and work under pressure

Control Environment Including Risk Management

#J-18808-Ljbffr

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