

## Operations Manager

### Responsibilities

- Help build and manage the team and processes relating to customer support
- Manage the daily operation and monitoring of AML/compliance programs
- Work with the Compliance Manager to operationalise emerging regulatory and compliance requirements (such as KYC, AML, CTF) on a regular basis
- Work with the product teams to promote our Operations product and excellence its operations affairs
- Monitoring key compliance operations functions including transaction monitoring, KYC, and screening, well manage and improve the efficiency
- Manage payment and treasury related operations across the APAC business
- Help define key KPIs and build the appropriate reports to improve the customer experience while driving efficiency improvements
- Hire and build a world-class operations team to support the ambitious growth targets
- Bachelor's Degree or equivalent
- 7+ years relevant experience
- People leadership experience required (experience managing people leads preferred)
- Experience working in a global environment is preferred
- Experience in FinTech or start-up or fast-growing tech company experience is preferred
- Experience in a consulting firm is preferred
- Fluency in Mandarin and English

### Hiring organization

Airwallex

Airwallex is the leading financial technology platform for modern businesses growing beyond borders. With one of the world's most powerful payments and banking infrastructure, our technology empowers businesses of all sizes to accept payments, move money globally, and simplify their financial operations, all in one single platform.

### Employment Type

Full-time

### Job Location

Hong Kong, Hong Kong SAR

### Date posted

November 9, 2022

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