

Production Support Manager

Position Summary

The Production Support Manager is responsible for maintaining a stable and efficient production environment while continuously improving processes and ensuring effective communication across various teams and stakeholders.

Team

The Production Support Manager falls under the Chief Operating Officer's remit and reports directly to the Head of Customer Operations, and indirectly to the Head of Technology working as part of the customer operations team. This position falls within the function of Operations.

Duties and Responsibilities

- Collaborate with vendors and support teams to identify, triage, and resolve production incidents, ensuring minimal impact on business operations
- Escalate unresolved issues promptly, working closely with vendors and key stakeholders through desired resolution
- Oversee incident management process from issue onset to remediation, ensuring systems of record are documented appropriately
- Manage service level agreements to ensure timely resolution of incidents
- Conduct root cause analysis when applicable to identify underlying issues and prevent reoccurrence
- Demonstrate ability to manage conflict, build consensus, and facilitate problem-solving and collaboration amongst cross functional teams
- Identify and implement process improvement initiatives to ensure operational excellence
- Develop customer communication strategy and with work varying departments to execute
- Ability to work effectively with highly demanding professionals who value preparation and precision
- Strong interpersonal skills with an ability to work across the organization and with all College Ave stakeholders
- Strong written and oral communication skills across all levels, from peers to senior leadership
- Must be able to evolve and adapt in a rapidly growing and frequently changing environment
- Strategic thinker with ability to make decisions in accordance with regulations, departmental policies, and procedures
- Ability to work independently and prioritize in a fast-paced, dynamic environment
- Drive and work ethic needed to master required knowledge and a willingness to tackle difficult and complex problems
- Capacity to react quickly to problems as they arise and meet deadlines under pressure
- Strong computer skills, ability to learn new systems/software, proficiency in Microsoft Office suite, Logic Gate, Sales Force, Tableau, Azure, and ZenDesk are preferred
- Bachelor's degree preferred

Experience & Qualifications

- Foundational understanding of financial services products, including a strong grasp of the mechanics for unsecured, closed ended loans and other retail banking instruments
- Experience in customer contact, customer resolution, and issue resolution
- Innovative thinking with creative problem-solving abilities

Position Requirements

Potential for limited travel, ~ <5% of working hours

Job Type: Full-time

Interested?

Please email a copy of your resume to jobs@collegeave.com.