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Vietnam



PR/094833 | Operational Excellence Manager

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1541515

Industry

Bank, Trust Bank

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

June 17th, 2025 16:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Company and Job Overview

JAC's client is a leading bank in Asia, looking for an Operational Excellence Manager position.

Location: Ho Chi Minh City

Job Responsibilities

- Lead the Retail Operations digitization strategy and execution in country while collaborating with Group.
- Play an SME role across OCs to drive Retail Ops transformation initiatives.
- Monitor efficiency and drive productivity saves and re-engineering within the operations units and track actions through to resolution.
- Manage and coordinate activities with stakeholders in all aspects of Retail Operations Undertake ad hoc projects as requested. Manage critical transformational projects.
- Ensure all actions are executed in accordance with bank policies and procedures, comply with statutory regulations and laws and ensure enhancement and maintenance of internal controls to reduce/control risks and to improve operations standards.

Job Requirements

- Bachelor's Degree in Banking & Financial industry.
- 6+ years in the operations industry with a deep understanding of the operations controls as well as exposure to current financial technology at execution level.

- Strong communication skills in English and Vietnamese.
- A natural leader: someone who can partner with cross-franchise teams and external partners to lead a high performing team.
- Creativity, initiative, and drive: an advocate for innovative thinking, cultural development, with a results mindset.
- Ability to influence others and obtain buy-in for projects.
- Ability to think independently, analytically, and logically.
- Ability to effectively communicate with own team, internal stakeholders, suppliers, and key stakeholders to deliver high quality business outcomes.
- Ability to adapt to change in a fast-paced environment.
- Passionate about continuous learning and digital innovation.

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Company Description