

TERMS OF REFERENCE FOR THE POST OF OPERATIONS MANAGER.

Position: OPERATIONS MANAGER

Qualification: An MBA from a recognized Institute/University

Experience: Minimum 10 years in related sector

Place of Duty: The normal place of work for the party will be the office of the State Health Agency (SHA), Assam

He/She shall work under the overall guidance and supervision of Chief Executive Officer, SHA and will be directly responsible for the following tasks:

Job Purpose:

Provide support for the overall success in the implementation of AA-MMLSAY. The Operations Manager is expected to provide overall support to the CEO. He/she would oversee and be responsible for the speedy execution of proposals once received from the field level in order to ensure the efficiency, relevance and maximize the impact of AA-MMLSAY in the state of Assam.

Key Responsibilities:

- He/She will be responsible for coordinating with all Departments and Service Associations as well as ISA and eligible beneficiaries of AA-MMLSAY.
- He/She will also be responsible for increasing the registration count of AA-MMLSAY beneficiaries.
- Supervising the Key Control System w.r.t. veracity of claims and their speedy disposal.
- Adopting methods and monitoring the swift settlement of the claims once received from the field level.
- Designing of SOP for different activities under the scheme.
- Ensuring compliance with the procedural requirements as set up in the implementation guidelines of AA-MMLSAY.
- Monitoring the information system about the performance outcomes of different functionaries and entities provided for in the scheme.
- Conducting of registration camps on a regular basis in the Districts, residential quarters of Government employees and headquarters etc.
- Any other responsibilities as and when assigned by the CEO.

Compensation: The compensation for the post will be Rs. 60,000/- per month consolidated.