

Job Title: Back Office Manager/Supervisor

Location: Kansas City

Company Overview:

Fidem Financial is an innovative leader in the financial services and asset management space managing our industry-leading platform to source, fund, acquire, and manage consumer loan receivables. Our leadership team is best-in-class with extensive backgrounds in credit portfolio transactions and management, having collectively completed over \$100B in card portfolio transactions. Fidem's team boasts more than 250 years of aggregate experience in all aspects of card portfolio management, including Operations, Marketing & Product Management, Compliance, Credit Risk, Card Conversions, and Vendor Oversight.

Position Overview:

We are seeking a highly organized and detail-oriented Back Office Manager/Supervisor to oversee the daily operations of our back office functions. In this role, you will be responsible for managing a team that supports critical business processes, ensuring operational efficiency, compliance, and accuracy across all back office activities. This position is ideal for someone with strong leadership skills who thrives in a fast-paced environment and excels at process optimization and team development.

Key Responsibilities:

Operational Oversight

- Manage and supervise back office operations including transaction processing, reconciliations, record-keeping, and data management.
- Ensure all back office activities are conducted in compliance with company policies, regulatory requirements, and industry standards.
- Develop, implement, and refine operational procedures to maximize efficiency and accuracy.

Team Leadership & Development

- Lead, train, and mentor a team of back office staff, fostering a culture of accountability and continuous improvement.
- Oversee scheduling, workload distribution, and performance management for the team.
- Identify training needs and provide ongoing coaching to support staff development.

Process Improvement & Quality Control

- Analyze current workflows and processes to identify opportunities for automation and process enhancements.
- Implement quality control measures to ensure the accuracy and integrity of all back office operations.
- Monitor key performance indicators and generate regular operational reports for leadership.

Stakeholder Communication

- Serve as a liaison between back office, front office, compliance, and other business units to ensure seamless operations.
- Communicate process changes, updates, and expectations clearly to team members and stakeholders.
- Prepare and deliver operational reports, updates, and presentations to management.

Risk Management & Compliance

- Ensure all back office activities adhere to regulatory and company compliance standards.
- Identify and mitigate operational risks, escalating issues as necessary.
- Support internal and external audits by providing the required documentation and information.

Qualifications

- 4+ years of experience in back office operations, with at least 2 years in a supervisory or management role (financial services or FinTech experience strongly preferred).
- Strong organizational, analytical, and problem-solving skills.
- Proven experience with process optimization and quality control.
- Excellent leadership, communication, and interpersonal skills.
- Proficiency with office productivity and workflow management tools (e.g., Excel, workflow automation software).

- Strong understanding of compliance and regulatory requirements in the financial services industry.

Why Join Us?

- Competitive compensation package with performance-based incentives.
- Health, dental, and vision benefits.
- Opportunity to work with a forward-thinking, innovative company at the forefront of financial technology.
- Flexible work environment with the option for hybrid work.
- A collaborative, supportive, and growth-oriented company culture.