



Job Title: Head of Operations

Location: Koramangala, Bangalore

Job Type: Full Time (Monday to Saturday, 10:00am to 07:00pm)

Experiences: 12-15 years.

Languages: English, Kannada, Telugu and Malayalam.

About Us:

White Gold is a technology-driven and innovative company that leverages advanced technology to provide exceptional service to our customers. As a leading player in the gold buying sector, we are dedicated to delivering unmatched value and satisfaction to our clients. With over 60 plus branches across Karnataka, Andhra Pradesh, Telangana and Kerala with a strong team of 200+ employees, we have built a reputation as a trusted name in the market. Guided by our core values of integrity, innovation and customer satisfaction, we continue to redefine industry standards and exceed expectations

Job Summary:

Key Responsibilities:

1. Operations Leadership:

- Lead, manage, and mentor Gold Processing Managers across multiple states.
- Oversee the gold transaction process — collection, verification, processing, certification, and sales.
- Ensure uniformity and adherence to SOPs across all operational units.

2. Transaction Process Oversight:

- Monitor secure gold movement from branches to state hubs and Head Office.
- Ensure accuracy in gold weight, billing, stone removal, melting, and purity certification.
- Supervise market transactions for selling gold to bidders, ensuring optimal returns.

2. Data & Reporting:

- Collect and consolidate transaction data from different states.
- Perform analysis and comparison of volumes, discrepancies, processing times, and sales performance.
- Generate MIS and analytical reports for management to track efficiency, trends, and risks.

4. Compliance & Risk Management:

- Ensure all operations comply with statutory, audit, and company policies.
- Drive security protocols in handling and movement of gold.
- Identify risks in transaction handling and implement corrective measures

5. Strategic Contribution:

- Provide insights to management on operational efficiency, market trends, and process improvements.
- Support the company's expansion strategy by standardizing operations for scale.
- Collaborate with Finance, HR, and Business Development teams for cross-functional alignment.

Key Skills & Competencies:

- Proven leadership and multi-state operations management.
- Deep understanding of gold buying, processing, and sales transactions.
- Strong analytical and data-driven decision-making skills.
- Integrity, confidentiality, and accountability in handling high-value transactions.
- Excellent people management and communication skills.

Qualifications & Experience:

- Graduate / Postgraduate in Business, Commerce, or Operations Management.
- 12–15 years of experience in operations, with at least 5+ years in a leadership role in the gold/precious metals/financial services/retail industry.
- Experience managing multi-location/state-level operations.
- Strong track record in data analysis, reporting, and process standardization.

WHITE GOLD BULLION PVT LTD

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