

## American Express Future Opportunities: Manager – Control Management

### Description

American Express invites you to share your resume so you can be considered for future Manager-level opportunities within our Control Management organization. You Lead the Way. We've Got Your Back.

With the right backing, people and businesses have the power to progress in incredible ways. When you join Team Amex, you become part of a global and diverse community of colleagues with an unwavering commitment to back our customers, communities and each other. Here, you'll learn and grow as we help you create a career journey that's unique and meaningful to you with benefits, programs, and flexibility that support you personally and professionally.

At American Express, you'll be recognized for your contributions, leadership, and impact-every colleague has the opportunity to share in the company's success. Together, we'll win as a team, striving to uphold our company values and powerful backing promise to provide the world's best customer experience every day. And we'll do it with the... utmost integrity, and in an environment where everyone is seen, heard and feels like they belong.

Join Team Amex and let's lead the way together. The objective of the Global Services Group (GSG) Control Management Governance team is to establish the Operational Risk and Controls strategy for GSG, set up a foundational governance structure that ensures operational risks are identified, assessed, and managed in compliance with enterprise Operational Risk Management programs and reporting. GSG Control Management is looking for a Manager of Governance focused on ensuring control management is embedded in the day-to-day operations of our organization.

It will involve extensive collaboration with multiple partners across numerous business units, functional areas, and geographies. The Manager, GSG Control Manager Governance will: Support the day-to-day internal and external exam management process, working with the Enterprise functions (e.g., data request compilation, action implementation, and regulatory adherence) Support execution plans for operational risk management within the business unit GSG, including GSG specific guidelines, project plans, etc. Implement the operational risk framework to enable effective risk management and decision making in GSG Help create GSG-specific procedures and additional standards (i.e., escalation protocols), related to the execution of the Operational Risk Management programs Facilitate the understanding and use of the risk governance framework across GSG through regular communication Support sharing insights, better practices, themes, etc.

across the enterprise Qualifications: Bachelor's Degree in Finance, Business, Risk Mgmt., or related field; advanced degrees (e.g., MBA, MSc) or certifications are advantageous Experience in operational risk management (e.g., within Risk and/or Internal Audit function) and understands critical operational risk management lifecycle activities Experience in at least one of the following in a supporting role: Translating operational risk strategy and appetite into execution guidelines;

**Hiring organization**  
MYSMARTPROS

**Employment Type**  
Full-time

**Job Location**  
Remote work from: United States;  
Canada; Great Britain

**Base Salary**  
\$ 27 - \$ 40

**Valid through**  
31.01.2025

**Date posted**  
April 29, 2025

Tracking and identifying issues with Key Risk Indicator (KRI) limits and risk appetite to ensure operational risks are managed within agreed thresholds; Implementing the operational risk governance frameworks; Creating, communicating and ensuring understanding and adherence to operational risk procedures and standards; Supporting the operational risk exam management processes Strong analytical and problem-solving skills, with an ability to analyze data, identify trends, and evaluate risk scenarios effectively Excellent qualitative analytical skills Project management skills Excellent communication and interpersonal skills, with an ability to interact senior GSG/tech counterparts Experience in process governance, establishing and overseeing robust decision-making processes that align with policies, regulatory frameworks, and/or operational standards ORMCM Salary Range: \$80,000.00 to \$155,000.00 annually + bonus + benefits The above represents the expected salary range for this job requisition. Ultimately, in determining your pay, we'll consider your location, experience, and other job-related factors. We back our colleagues and their loved ones with benefits and programs that support their holistic well-being.

That means we prioritize their physical, financial, and mental health through each stage of life. Benefits include: Competitive base salaries Bonus incentives 6% Company Match on retirement savings plan Free financial coaching and financial well-being support Comprehensive medical, dental, vision, life insurance, and disability benefits Flexible working model with hybrid, onsite or virtual arrangements depending on role and business need 20+ weeks paid parental leave for all parents, regardless of gender, offered for pregnancy, adoption or surrogacy Free access to global on-site wellness centers staffed with nurses and doctors (depending on location) Free and confidential counseling support through our Healthy Minds program Career development and training opportunities For a full list of Team Amex benefits, visit our Colleague Benefits Site. American Express is an equal opportunity employer and makes employment decisions without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, disability status, age, or any other status protected by law.

We back our colleagues with the support they need to thrive, professionally and personally. That's why we have Amex Flex, our enterprise working model that provides greater flexibility to colleagues while ensuring we preserve the important aspects of our unique in-person culture. Depending on role and business needs, colleagues will either work onsite, in a hybrid model (combination of in-office and virtual days) or fully virtually.