

Customer Care Manager

Location of Posting : Davangere.

Required Qualification : Graduation with Banking knowledge preferred

Required Skills & Experience: Preferably 2-3 years in Banking industry.

Roles and Responsibilities:

EXPECTED END RESULTS	MAJOR ACTIVITIES
1. Achieve Business targets	<ul style="list-style-type: none"> • Generate leads • Liaising with Sales Desk
2. Profitability	<ul style="list-style-type: none"> • Ensuring Zero leakage of income • Cross selling of TPP • Recovery of locker rent as per time lines
3. Audit and compliance	<ul style="list-style-type: none"> • Verification of PALMS • Verification of UTJs of CCA • Acting as Joint custodian • Adhering to KYC norms • Obtaining of Form 60 (PAN/ Form 60 needed for account opening), Form 15G, 15H etc. and forwarding to COPS • Handling, tallying of security items (day to day basis)
4. Customer Service	<ul style="list-style-type: none"> • Verification and accepting of customer requests and processing of the same/forwarded to the respective units • Authorising of override transactions including AAA. • Handling of mails/couriers • Attending all customer queries and resolution of the same • Internal information/ communication with COPS/ other units regarding customer complaints & requests • Maintenance of undelivered items and ensuring the delivery of the same to respective customers • Accepting request for TD issuance, renewal, closure including deposit loans • Handling TD related queries, follow up with customers; • Accepting transfer requests, RTGS, NEFT etc., from customers and ensuring the processing of the same as per time lines • Attending to any other customer queries. • Locker operations and following related process
5. Employee Development	<ul style="list-style-type: none"> • Regular Staff Meets and Sharing / Updating latest Trends / Circulars / Market Knowledge • Motivating for Higher responsibilities & Customer centric Approach

To apply to the above position, please return to the 'Careers' page, and send us your detailed resume. Thank you.