

**Customer Care Manager**

**Location of Posting** : Karwar.

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

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