

JOB TITLE	REPORTS TO
Branch Operations Managers	Branch Manager
JOB ROLE	
<p>Key functions will be:</p> <ul style="list-style-type: none"> • Customer Documentation - Ensure pre & post approval documentation is accurate. • Disbursement - Ensure file is complete before disbursal. Do post disbursal checks and timely dispatch of files for archiving. • Operations Management - Ensure that all credit and operations processes are adhered to in a branch. Ensure that loan system reflects same information as the customer file. • Customer Service – Manage, resolve all queries, Coordinate with central ops as required. • Branch Administration & Branch Cost Management • Contribute to branch profit goals <p><u>Branch Operations & Disbursements</u></p> <ul style="list-style-type: none"> • Ensure proper MCP check Quality • Ensure Timely TVR, CIBIL checks and trigger for verifications. All TAT goals to be met. • Disburse files only after ensuring that all documentation is complete and all relevant information, as available from app form and PD has been entered in the system <p><u>Process and Policy Compliance & Fraud Control</u></p> <ul style="list-style-type: none"> • Monitor and ensure process and policy adherence at the branch across all levels in line with the guidelines / policy that's rolled out from time to time. • Ensure completion and correctness of customer files. • Ensure high audit scores by reducing error rates while delivering on the policy and process requirements. • Ensure proper reporting of branch defects / non compliance • Ensure upfront screening / RCU activities <p><u>Customer Service & Complaints Management</u></p> <ul style="list-style-type: none"> • Handle & resolve all customer queries & complaints • Track al complaints & initiate corrective action, where required • Coordinate with central ops for foreclosure / account statements / PDC swaps etc. <p><u>Branch Administration & Branch Costs Management & Control</u></p> <ul style="list-style-type: none"> • Manage all branch administration / maintenance activities • Tightly manage all branch costs & continuously find opportunities to reduce costs 	
KNOWLEDGE/ SKILLS	
<ul style="list-style-type: none"> • Graduate/Postgraduate with 4-6 years Retail Operations experience • Operations mindset - Proactive, Ability to improvise and Cost conscious. • Meticulous, attention to details • Strong communication skills & ability to push back 	

To apply for the above mentioned position please return to the “**Careers**” page and send us your detailed resume. Thank You.