

JOB DIMENSIONS	
Job Title: CPC - Operation	Job ID:
Function:	Department: CPC - Operations
Typical Grade:	Location (if applicable):
Reporting Manager:	Direct Reportees:
JOB SUMMARY	
Enables a bank to expand its outreach and offer limited range of banking services at low cost, as setting up a brick and mortar branch.	
KEY RESPONSIBILITIES	
<ul style="list-style-type: none"> • Should have sound knowledge of RBI's KYC policy and the related master circulars and addendums • Should have sound knowledge of KYC of individuals, companies, TASC, partnership firms & proprietorship concerns • Should have relevant experience in ATM, NFS, VISA & Master Card reconciliations • Should have working knowledge and experience of debit card dispute management • Should have sound knowledge of flow of accounting entries • Should be able to co-ordinate with vendors, couriers, postal authorities and various internal units to manage the deliverables function • Should have relevant experience in managing deliverables, customer communications & their return management. Experience with banks would be an added advantage • Need to work in rotational shift. 	
EDUCATIONAL QUALIFICATIONS & CERTIFICATIONS	
Bachelor or Master Degree in any specialisation.	
SKILLS & COMPETENCIES	
<ul style="list-style-type: none"> • Good communication skills and ability to work with management, customers and vendors • Good people skills and must have ability to work as part of a larger team • Ability to observe pressure and function according to the expectation of Senior Management 	

- Able to prioritize requirement and accordingly take necessary actions
- Understanding of Matrix based organization and delivery models
- Should not have any restrictions and reservations in terms of work related requirements and willing to travel as and when required

KEY INTERFACES

Internal

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External

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