

JOB DIMENSIONS	
Job Title: Customer Service Officer	Job ID: NA
Function: Operations	Department: GB/MB/MSME/ HL
Typical Grade:	Location (if applicable):
Reporting Manager: -	Direct Reports: Branch Manager

JOB SUMMARY

Responsible for Front Desk Services for customers, while providing them financial solutions as per the need. Ensuring close coordination with relevant teams while ensuring process adherence as per the policies of the Bank.

KEY RESPONSIBILITIES

- Servicing the customers of the Bank. Ensuring the highest levels of service to the prospective as well as existing customers.
- Ensuring timely and accurate CBS operations for different products and services for customers.
- Ensuring smooth transactions like cash deposits / withdrawals, branch banking operations for different instruments, housekeeping, booking, Closing and likewise.
- Profiling customers and providing financial products to meet customer needs.
- Providing Financial Planning & Investment Advice.
- Achieving the business targets assigned in terms of cross selling with focus on existing customers and walk-ins, enhancing and upgrading the customer experience. Cross selling Lead generation / basic enquiry, liaising with Branch Head & product teams to offer right business solutions to the customer.
- Strong in business development skills to build & manage the business.
- Managing and enhancing the existing commercial portfolio and solicit acceptable new relationships in order to meet the pre-set financial and non-financial objectives.
- Maintaining a keen understanding of industry trends impacting clients and making appropriate recommendations as per communication strategy surrounding them.
- Ensuring timely share of internal communications received through mails from Administrative Offices / Supervisors.
- Provide administrative assistance at the branch including for proper housekeeping and organizing the branch.
- Ensuring coordination for all Audit / Inspection / Vigilance and control processes at Branch.