

Classification - Internal

	<ul style="list-style-type: none"> • Ensure error free transactions of receipts & payments. • Retail FX transactions processing. • Vault Custodian • Ensure highest level of customer service. • Ensure that outward clearing process is adhered to. • ATM custodian. • Identification of counterfeit cash and ensure adherence of process laid down by the bank
Monitoring	<ul style="list-style-type: none"> • Monitor large amount movements and report them as per reporting schedule <ul style="list-style-type: none"> ○ If more than 1cr ensure updation on the portal. • Identification and Closure of TOD accounts on regular basis • Identification and Closure of High Cheque return customers beyond the threshold. • All high cash transacting Band 1 & 2 accounts to be marked with a low severity memo, to ensure that cash transactions are not allowed. Such customers to be directed to the BM based on "f4" hotkey details. • Identification of customers regularly visiting the counter and diverting them to Direct Banking Channels, including customers with high cheque returns, non-maintenance of AQB etc. • Archival back-up • Local stationery management - Proper Reorder levels / Indent security stationery at appropriate reorder levels. • Preparation of voucher batch ticket for the day. • Processing and follow up for admin related bills/ payments • Periodic exchange of keys lodged with other branch • Periodic Checking of Vault Register • Management of clearing/ collection cheques/ FCY cheque collections • ST35 monitoring.
Reporting	<ul style="list-style-type: none"> • Fortnightly reporting on cash transactions over Rs. 10.00 lacs • Report for any suspicious transactions (also maintain the AML register)

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	<ul style="list-style-type: none"> • FX transaction reporting on time to TAG and Treasury Mumbai before Cutoff time using FX softwares. • Reporting of suspense accounts, deferred accounts, accounts payable/ receivable, Reconciliation and maintenance of suspense accounts register, as per the required format and filing them • Reporting of fortnightly suspense / TOD and QRS reports and filing them. • CBDT schedules reporting to WBO before Cut off times
Maintenance	<ul style="list-style-type: none"> • Filing of MC/ DD stub copies and cancelled instruments • Managing the returned cheques including proper maintenance of registers and customer intimation. • Maintenance of counter stock register (DD/MC) • Maintaining Salary uploads confirmations • Maintaining Gold Sales Invoice Copies • Maintaining Backup tapes • Maintain the records for expense vouchers/ payments to vendors/ reimbursement to staff. • Bulk Stock Register Maintenance • Printing, checking & Filing of EOD reports (BJR/ Instruments issued/ EOD cash position etc.) • Maintenance of records/ register for host entry GL209 posting. • Maintenance of Voucher Movement Register • Coordinate for binding of records/ sending the same to the vendor on regular intervals. • Ensure correct updation and verification in E-call back
Customer Service	<ul style="list-style-type: none"> • Lobby Management • Queue handling • Proper house keeping, upkeep, etc • Ensure quality customer service is delivered • Escalate irate customers to Teller Auth or BM • Recording complaints as per the specified process • Resolving all complaints received (self, branch, other units) within the stipulated TAT's pertaining to Teller area • Monitor all complaints received and ensure that complaints are closed within the TAT

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	<ul style="list-style-type: none"> • Ensure customer communication on closures • Check with customers if the process of complaint resolution has been managed well • Preventive complaint management • Asking for feedback from customers, who may not be complaining • Discussing with staff the importance of getting feedback from customers on a regular basis • Ensuring timely loading of Forex Plus card and Gift Plus card as per TAT's • Ensure Outward remittances and Other Retail Forex transactions are reported to Treasury Mid office within Cutoff time in Dealpro
Sales	<p>Generate leads for Bank's product with the emphasis on the foll:</p> <ul style="list-style-type: none"> • Generate Sales References for Liability products • Generate leads for Credit Cards • Penetration of Saving Accounts on non-liability customers • Ensure that customers opt for and get facilities of CBDT collections • Cross selling Gold Bars • Cross selling Forex Plus card and Gift Plus Card • Cross sell FX Cash • Generate leads for Third Party Products to the customers <ul style="list-style-type: none"> ○ MF/Insurance/RBI Bonds

Educational Qualifications	Key Skills
<ul style="list-style-type: none"> • Graduation/Post Graduation <p>Certifications:</p> <ul style="list-style-type: none"> • IRDA for Life Insurance • POS for General Insurance • CAIIB (Optional) • NISM V (A) 	<ul style="list-style-type: none"> • Banking Product Knowledge • Planning and Organizing Skills • Team Management / Interpersonal Skills • Sales and Influencing Skills • Communication • Knowledge of Competition • Awareness of Banking regulations