

Branch Relationship Manager role with Kotak Mahindra Bank for Mumbai Location

Job Posted by Seema Kakra | February 1, 2023

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Hi,

Request to check the JD & give us your email confirmation for further interview process.

[Any query feel free to call Ms. Seema Kakra - 7878551502](#)

Client : - Kotak Mahindra Bank

Position: - Branch Relationship Manager

Location: - Mumbai

Job Description-:

<u>Branch Relationship Manager</u>
KRAs:
To handle customer service requirements like account opening, DMAT account opening, grievances, liability product selling, education on product features, cheque book issuance.
Quality of advice given to customers as determined by customers and supervisor.
Speed and efficiency of service given.
Sales targets for bank and investment products. Going beyond the professed need of the customer by providing other products. Enhancement of customer value.
Cross-sale of assets products.
Back-up to relationship managers holding HNI relationships.
Ensure low attrition ratios.
Customer acquisition through referrals from existing customers.

THE ROLE (bold):

REVENUE GENERATION, CUSTOMER ACQUISITION, CUSTOMER RETENTION, COST EFFICIENCY THROUGH PROCESS

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