

# SDA—Non Cash role with RBL Bank for Cochin Location

Job Posted by Seema Kakra | August 21, 2023

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Hi,

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

If any Query feel free to call Seema on 7878551502

Company :- RBL Bank

Position :- SDA—Non Cash

Location:- Cochin

## Job Description

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Job Description - Service Delivery Ambassador – Non Cash

Reports to: Service Delivery Manager (Branch Manager in case of branches where there is no SDM)

## Key Job Responsibilities of SDA – Non Cash

a. Service Delivery & Excellence : Ensuring service delivery as per the established benchmarks on TAT and complaint management

b. Ensuring updated mandatory displays and good look & feel of lobby to ensure customer satisfaction

c. Product Holding Ratio, channel Enrolment and Data Quality : As per assigned benchmarks for branch categories

d. ERV and NTB growth as per targets set for the branch

e. Achieve overall deposits growth

f. Achieve fee revenue (LI, GI, TFX, Assets, MF, etc.)

g. Adherence to BSOPM, compliance & Audit guidelines:  
Satisfactory scores on all internal/external audits and surprise checks by internal teams

h. Training : achieve certification on all the products being sold through the branch

i. Adherence to policies and guidelines such as KYC & AML

j. Certification on both IRDA and AMFI

Education:

Graduation must (min. score of 50%)

Competency:

- Detailed Orientation

- Problem Solving

- Communication Skills

- Customer Service

For Management 2000 Placements & Recruitments Pvt., Ltd.,

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