

# Service Compliance

Job Posted by Kalpana Jha | July 5, 2022

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## J O B D E S C R I P T I O N

Job Title Manager :- Service Compliance

Department:- Client Services

Grade:- Senior Manager/AVP

Location:- CO/NOC

Reporting To:- DVP – Client Services

### A. POSITION PURPOSE

Responsible “Manager” who ensures that the Bank’s Services Unit is compliant with all Regulatory requirements, emanating from the RBI, the Banking Codes & Standards Board of India, Internal & external Auditors etc. Responsible Manager for conducting all kinds of Research for Client Services and

Service compliance.

Primary Purposes:

- Ensuring the Bank is compliant with Regulatory & Internal Guidelines
- Ensuring new and existing regulations are implemented across services
- Works closely with Manager-Escalated Complaints to determine the efficacy of regulatory processes and controls
- Responsible for selecting, executing, collating results and concluding business-oriented recommendations from the appropriate research methodology and supporting techniques required to meet a defined business objective as set out by Services Management

### B. KEY POSITION RESPONSIBILITIES

Sr. Key Responsibilities

1 Ensure the Bank is compliant with the BCSBI Code

2 Ensure the Bank is compliant with RBI Circulars covering Customer Services

3

Responsible for timely reporting of Service Related parameters to RBI, BCSBI, Internal & Statutory Auditors as and when required

4 Ensure the Banks website is up-to-date from a regulatory perspective

5 Translate all new/changed Service related Regulations into actionable items

6

Responsible to ensure that all recommendations and alternatives suggested by Bank emanating from BCSBI & RBI Service Audits are implemented resulting in the desired state

7

Identify compliance issues that require investigation, conduct the relevant investigation and conclude actionables

8 Assess compliance risk and proactively highlight business risks on non-compliant vectors

9 Project manage the implementation of all Service related compliance actionables

10

Work closely with the Compliance Department to ensure there is regular two way communication and that the two functions are aligned

11 Ensure proper reporting of violations and potential violations to relevant stakeholders

12

Conduct sessions and create internal communications to increase the awareness of Regulatory processes to front line Service Workforce of the Bank

13

Keep a record of New Regulatory actionables and those resulting from issues, complaints and audit comments as a result of compliance issues; prepare relevant reports for circulation to appropriate stakeholders

14 Ensure that the BCSBI & RBI (Service) Audit ratings at levels higher than Average

15 Ensure that the Regulatory displays in branches are up-to-date and in line with the guidelines

16 Responsible for conducting all research for the Services Vertical. Understand the Business objective from Services Management, select the most appropriate research methodology and techniques, conduct the research and collate the results

17 Interpret the researched data and conclude on Business Oriented recommendations resulting in clearly defined actionables

18 Manage and Front-end End-to-End of all Service Audits, adding value by the appropriate level of influence

## C. QUALIFICATIONS AND EXPERIENCE REQUIREMENT

Qualifications

Essential Graduate

Preferred Post Graduate/MBA (full time)

Experience

Essential Minimum 8-10 years of experience including a combination of customer service experience in Banking or Financial Sector combined with Compliance experience (each minimum 4 years)

Preferred As above

## D. COMPETENCY REQUIREMENTS

a. Technical Skills

Skill Attribute

Compliance • Full knowledge of the Regulatory and Internal Control Framework of Banks

- Understanding of RBI circulars on Services and the BCSBI code and other guidelines
- Knowledge of asset products
- Aptitude to sense client impacting issues and propose measures to mitigate Service

Excellence

- Treating Customer Right
- Taking end-to-end Ownership of Customer Issues
- Cutting across the Bank to obtain results for Customer Servicing
- Always handling Customers with a positive attitude
- Valuing the value chain within the organisation
- Staying ahead of Customer Needs/Queries

Market & Other

Research

- Ability to assess pertinent data
- Creativity & open minded approach
- Ability to formulate a research issue
- Capacity for analysis and grasp of sophisticated data vectors
- Ability to work in an interdisciplinary environment
- Ability to incorporate existing knowledge

## b. Behavioural Skills

Competencies Attribute

Professionalism:- To conduct your duties with good judgment and in good faith

Respect:- To be sensitive and responsible for what we say and do

Excellence:- To act in a manner that earns the trust and admiration of others

Entrepreneurial:- To be enterprising and take ownership of our actions

Teamwork:- Working collaboratively to achieve the common goals and be successful together

Client Oriented/Engaging:- Ability to understand Customer Needs & Issues and keep them engaged while delivering the necessary

Result Oriented:- Unwavering focus on achieving results

Influence:- Ability to influence stakeholders in a smooth, non-abrasive manner

Orientation to Excellence:- Strives for Excellence in whatever they do

Attention to Detail:- Being meticulous and checking the nitty gritty

Communications:- The ability to convey information to others effectively and efficiently

Perseverance:- 1. persistence in doing something despite difficulty or delay in achieving success

Time Management Managing time effectively - allocating the right time to the right activity

Presentation:- Effective presentation skills

Negotiation:- Negotiation skills resulting in creation of win-win situations

Strategic:- Thinking Ability to create alternative strategies when implementing solutions for regulations

Stakeholder Management:- Regular & appropriate engagement with all stakeholders, ensuring they are informed and aligned when required

Project Management:- Application of processes, methods, knowledge, skills and experience to achieve the project objectives

## E. FUNCTIONAL INTER-LINKAGES

Internal & External

All departments of the Bank, particularly

- The Compliance Department
- Business Units
- Services Departments
- Branch Network
- Alternative Channels
- Operations
- IT
- Marketing

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