

# Service Delivery Ambassador - Cash / Non Cash with RBL Bank

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JD & give us your email confirmation for the further interview process. Any query feel free to call Suman - 9925787502 or send your updated CV on [suman@careerzodiac.com](mailto:suman@careerzodiac.com)

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

#### Job Description - Service Delivery Ambassador - Cash

Responsible for Branch Operations, enhance relationships of existing customers and generation of leads for liabilities, assets & investment products by providing product information also Cross sell Fee Based products to existing Customer and adherence to Audit & Compliance

1. Branch Operations, Compliance & Risk Management:

- a. Customer identification through signature verification and recommended ID proofs before executing a customer's transaction
- b. Ensure customer calling through BM / BOM for all transactions as per customer calling norms in circulars or operations manual
- c. Report all deviations or suspicious transactions to BM / BOM
- d. Record movement of all inventories & deliverables in relevant registers and signing off closing stock of all inventories & deliverables jointly with BOM in relevant registers
- e. Send all requests received from customers for processing
- f. Proper filing of all vouchers and other requests to relevant files

2. Sales & Business Developments

- a. Achieve Cross sell Targets (LI+GI, Bill Pay, Mobile Banking, Internet Banking)
- b. Achieve FD Value Target
- c. Generate leads for cross sell products like asset products, fee products, demat, etc.
- d. Maintain & grow the relationship of mapped customers

3. Capability Building:

- a. Completion of Training Programme
- b. Certifications, as applicable - AMFI, IRDA and NCFM certifications
- c. Continuous knowledge up gradation through self-learning and going through circulars relevant for the desk being handled by Operations

4. Audit & Compliance:

- a. Adherence to Audit & Compliance work area
- b. Availability of all relevant brochures and forms for customers at desk

Any Graduate with minimum aggregate of 50%

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