

Service delivery Operations & Service deliver - Customer Service-RBL Bank-Bangalore

Job Posted by Seema Kakra | November 25, 2021

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Any query feel free to call Ms. Seema 7878551502 or send your updated CV on Seema.k@CareerZodiac.com

Client :- RBL Bank

Role :- SDA Cash Job Description 1

Location- Banaglore

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

Client :- RBL Bank

Role :- SDA Non Cash Job description 2

Location-Banaglore

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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 SDM – 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

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