

Team Leader VP/AVP grade-Customer Experience Wholesale Banking role with One of the Leading Bank for Mumbai Location

Job Posted by Seema Kakra | June 5, 2024

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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 :- Kotak Mahindra Bank

Position :- Team Leader VP/AVP grade-Customer Experience Wholesale Banking

Location:- Mumbai

JOB Description-:

Department	CIIB -Customer Experience Team Member- team Leader
Location	Mumbai
Number of Positions	1
Reporting Relationships	Customer Experience
Position Grade	Senior M6/M7

Job Role:

Responsible for driving improvement in customer experience for Wholesale Banking Group (WBG) Continuous benchmarking with best in class and making necessary intervention to stay ahead of the curve. Identify various customer journeys and make them simpler and leaner to provide better experience. Analyze customer complaints for recurrent gaps, identify root cause and fix the same. Create appropriate framework to carry out Net Promoter Score (NPS) survey for WBG customers. Build and drive on customer insights to improve on overall NPS score (Both Relationship and Transaction NPS) Engaging with relevant stakeholders (within and outside WBG) to identify and close the system/process gaps. Driving regular customer engagement through comprehensive customer coverage program. Analyzing customer complaints, feedbacks and T-NPS and presenting to senior management (Group President & BH) including board's standing committee on periodic basis. Developing and presenting dashboards on critical quality metrics for wholesale banking. Driving resolution of senior management and RBI escalations, and guiding the team to solve a wide variety of customer issues within the extant framework of internal processes and RBI regulations. Also managing interface with the Regulator (RBI) on certain complaints.

Job Requirements:

MBA with 7-10 or MBA 12 to 18 years of experience Ability to Influence/Relationship Management Skills. Attention to detail - for identifying operational misses and process gaps Good communication and presentation skills Working knowledge of Microsoft Office (Word, Excel & PPT) Prior experience / interest in managing customer issues and driving for improving processes is a must. Inquisitive about existing processes - can find his / her way through the organization

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

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