

Team Member - Customer Experience [CX] role with One of the Leading Bank for Delhi 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 further interview process.
Any query feel free to call Seema on 07878551502

Client :- Kotak Mahindra Bank

Role :- Team Member - Customer Experience [CX]

Posting :- Delhi

Job Description:-

Position Name: Team Member - Customer Experience

Department	CIIB - Customer Experience
Location	Mumbai
Number of Positions	1
Reporting Relationships	SVP - Customer Experience & Service Delivery
Position Grade	M5

Job Role:

Responsible for driving improvement in customer experience for Wholesale Banking Group (WBG) covering Corporate, Institutional and Investment Banking. 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. 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). Analyze customer complaints for recurrent gaps, identify root cause and fix the same. Engaging with relevant stakeholders (within and outside WBG) to identify and implement projects required to close the system/process gaps or enhance experience. 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. Lead the initiatives in areas of service quality, process excellence, Communication management, pro-active servicing, driving self-service, contactability improvement, etc.

Job Requirements:

CA/MBA with 7-10 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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