

Team Member - Customer Service Projects 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 Member – Customer Service Projects

Location:- Mumbai

Job Description:-

Position Name: Team Member – Customer Service Projects

Department	CIIB – Customer Service
Location	Mumbai
Number of Positions	2
Reporting Relationships	DVP- Customer Service Projects
Position Grade	M4 – Senior Manager

Job Role:

Gathering information from users of various departments like Service team, Product team, Process team, Ops Team, for preparation of BRD/RSD by BSG/IT/Partners/ Project team for service automation projects Simplifying/standardizing system flows/ processes like Account Opening, Account Maintenance, CMS Set up and real time troubleshooting CMS issues, Disbursements, General Banking Operations, Email/Voice helpdesk and complaints processes keeping in mind the end to end service delivery for business banking clients Coordination with various departments/cross functional teams for sign off to execute projects as per requirement Analysing high volume transactions and identifying opportunities for DIY/automation Designing solutions in coordination with BSG/IT teams to reduce redundancy and eliminate duplicate activities, complexity, manual activities and curbing handoff points and improving efficiency/productivity of customer facing service employees Keeping customer and employee effort score low and improve experience by enabling Driving/meeting project deadlines in close coordination with Project teams / vendors / partners Conducting UAT's, giving sign offs for BRD's / FSD's, go live post UAT, user guides / arranging user trainings, system launch and driving usage of systems launched BRD - Business Requirement Document, RSD - Requirement Specification Document, FSD - Functional Specification Document, CRM - Customer Relationship Management System

Job Requirements:

Post Graduate/MBA with 3-5 years of experience Attention to detail - for identifying operational misses and process gaps Prior experience of assisting CRM projects, process design, BOT based projects, understanding of corporate banking requirements will be preferred. Good communication skills Working knowledge of Microsoft Office (Word, Excel & PPT) Inquisitive about existing processes - can find his / her way through the organization

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

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