JOB DESCRIPTION

A	Job Specification		
1	Company Name	:	Muthoot Fincorp Ltd.
2	Position/Designation	:	CUSTOMER SERVICE EXECUTIVE
3	Grade	:	B1
4	Department	:	BRANCH
5	Sub Department(if any)	:	N/A-SubDepartment
6	Employment Type	:	Probationer
B	**Job Role**		
1	Job Role	:	Branch Business Support
2	Reporting to - Designation and Grade	:	BRANCH MANAGER-C2
3	NoOfReportees	:	
4	Main Tasks	:	To handle day to day business transactions, customer queries and provide effective resolution, ensure quality of business through proper process adherence. Increase the Branch business through business development activities, consistently cross-sells and up-sells and Promotes multiple products and services.
5	Areas of Responsibility	:	To ensure quality of business and operational efficiency through proper process adherence and facilitate smooth functioning of branches. Promote and maintain positive relations with all contacts, customers and potential customers Promotes the products and services; consistently cross-sells and Up-sells products at every opportunity. Responsible to handle day to day transactions and valuables. Maintain all data and records related to daily transactions
6	Special Requirements (if any)	:	Graduate/Post Graduate Fresher's may also apply
7	Compensation Band	:	Based on Market Standards/Internal norms
8	Entitlements	:	As per policy
9	Stake Holders	:	MFL Staff, Group Company Staff, Customers
10	Assets Required	:	As per policy
11	Career Progression	:	Null
	Personal Specification		
12	Educational Qualification	:	Graduate (minimum)/ Mcom added advantage
13	Technical Certification	:	Basic Computer Knowledge, esp. MS Office applications mandatory
14	Skill Sets	:	(a) Ability to Prevent & Solve Problem(b) Logical thinking(c) Result orientation(d) Initiative (e) Creativity and innovation(f) Perseverance(g) Team work and cooperation(h) Flexibility(i) Pleasant and Smart
15	Communication Skills	:	Conversant in local language and English
19	Remarks	:	Handle day to day Branch Business Transaction and serving walk-in Customers