

Job Name	Customer Care Executive	Customer Experience Executive	PB Sales	PB Classic	Relationship Manager - Preferred	Authorizer - Teller Auth/PB Auth	Retail Agri RM
Vertical	Retail Branch Banking	Retail Branch Banking	Retail Branch Banking	Retail Branch Banking	Retail Branch Banking	Retail Branch Banking	Retail Agri
Total experience Required	0- 3 yrs	0- 3 yrs	0- 3 yrs	5 - 8 yrs	6 - 10 yrs	5 - 8 yrs	3 - 6 years
Grade range	Trainee to Deputy Manager	Trainee to Deputy Manager	Trainee - Assistant Manager	Deputy Manager - Manager	Manager - Sr Manager	Deputy Manager - Manager	Assistant Manager - Deputy Manager
Salary range	2.61 Lacs - 4.5 Lacs	2.61 Lacs - 4.5 Lacs	2.61 Lacs - 4.25 Lacs	4.5 Lacs - 8 Lacs	7 Lacs - 10 Lacs	4.5 Lacs - 10 Lacs	3.25 lacs - 5 Lacs
Key skills required	1. Operationally inclined as the role involves cash handling	1. Operationally inclined as the role involves cash handling	Sales inclined role	Sales & Service inclined role	Sales & Service inclined role	Operationally inclined as the role involves cash handling / Auditing / Clearing	Sales Inclined role dealing in Agri finance products
	2. Customer interaction to cross sell products	2. Customer interaction to cross sell products	Convincing & presentable, understand banking products	Relationship building, Product knowledge, confident, problem solving	Relationship building, Product knowledge, confident, problem solving	Manage existing customer & provide quality service	Convincing & presentable, understand banking products
	3. Proficiency of using computer/laptop	3. Proficiency of using computer/laptop	Proficiency of using computer/laptop	Proficiency of using computer/laptop	Proficiency of using computer/laptop	Proficiency of using computer/laptop	Proficiency of using computer/laptop
Role & Responsibilities	Custodian of Deliverables at branch i.e, Welcome Kit, Cheque Book, ATM/Debit cards	Custodian of Deliverables at branch i.e, Welcome Kit, Cheque Book, ATM/Debit cards	Maintain daily Sales report	Manage the benchmark no. of customers in the portfolio	Liaising with PB/ Preferred RM to flag eligible customers form Classic/ Preferred portfolio	Ensure Cross Sell leads for Credit Cards are given to the BDR	Candidate will be responsible for sourcing Agri loans from Farmers & Zamindars
	To handle branch queries i.e balance enquiries / clearing of cheque deposits / charges levied to customers account	To handle branch queries i.e balance enquiries / clearing of cheque deposits / charges levied to customers account	Ensure new quality acquisition of customers for banking product	Extend Classic benefits to customers basis identification in eligibility lists/ LTR	Acquire new customers who meet product criteria	Branch Administration including house keeping, upkeep, etc.	Understanding the requirement of a farmer for other banking products as well.
	Ensure that a higher cross sell conversion is achieved through the above calling.	Issuance of Passbook / Statement of Accounts against written customer request and ensuring recovery of charges	Penetration of Saving Accounts on non liability customers	Ensure that individual customers are grouped and Customer To Group (CTG) Ratio is maintained on the portfolio	Cross selling products of the bank based on the customer need	Resolving all complaints received (self, branch, other units) within the stipulated TAT's pertaining to Teller area	Reaching out to local market small shop keepers/business (Preferably running business of fertilisers, pesticides, Industry & Trade)
	Preventive complaint management - Asking for feedback from customers on products/services offered by us.	Ensure that the customer query are attended to and resolve the same in an efficient manner and within stipulated TAT's	Responsibility of opening the customer account within the TAT.	Ensure that optimal levels of Income generating Product Group Holding (IPH) is reached	Advisory services to be offered based on the requirement in coordination with PBG.	Promoting all direct banking channels and ensuring that the customer is utilizing the same.	This is a self-sourcing profile and Sourcing from open market till disbursements for Agri business as well as working capital business.
	Maintenance of Voucher Movement Register - Coordinate for binding of records/ sending the same to the vendor on regular intervals.	Providing the customer necessary with necessary forms / Brochures on request	Regular customer contact to establish needs of the customer and opportunities to cross-sell	Proactively raising the eligible customers to the classic portfolio within the prescribed product product programme	Look for opportunities to cross sell any other product of the Bank, to ensure that HDFC Bank is a one stop shop & solution for all banking needs of the Imperia Customer	Online Authorisation of cash/ transfer transactions and issue of DD/ MC	Loan to farmers against gold ornaments.
	Reporting of suspense accounts, deferred accounts, accounts payable/ receivable, Reconciliation and maintenance of suspense accounts register, as per the required format and filing them	Ensure sales targets assigned by the BM/PBA from time to time are achieved	Promoting all direct banking channels and ensuring that the customer is utilizing the same	Detailed updation of interaction to be captured in CRM , Tasks/ leads to be created , profiler to be updated on same day of interaction.	Ensure that an optimal level of Income generating Product Group Holding (IPGH) is reached.	Quick and Error Free Processing of CBDT/Income Tax Challans	
	Ensure error free transactions of receipts & payments.	Ensuring compliance of KYC, identification of customer and communication of product eligibility	Ensure certification of documentation required for opening and maintaining customer accounts	Ensure that income plans for the month and year are duly met across products	Ensure quality customer service is delivered. All customer queries and complaints are being resolved within TAT.	FX transactions authorization/ supervision and reporting Monitoring of dummy accounts, suspense accounts, deferred accounts, accounts payable/ receivable, Reconciliation and maintenance of suspense accounts register as per the required format	
Will Freshers fit into the role	Yes	Yes	Yes	No	No	Yes	No
Location Preference	Across cities & districts	Across cities & districts	Across cities & districts	Across cities & districts	Across cities & districts	Across cities & districts	Across cities & districts
Education	Minimum Graduate	Minimum Graduate	Minimum Graduate	Minimum Graduate	Minimum Graduate	Minimum Graduate	Minimum Graduate
Benefits	Annual Bonus + Medical benefits + Subsidized loans	Annual Bonus + Medical benefits + Subsidized loans	Monthly/Quarterly Incentives + Medical benefits + Subsidized loans	Monthly/Quarterly Incentives + Medical benefits + Subsidized loans	Monthly/Quarterly Incentives + Medical benefits + Subsidized loans	Annual Bonus + Medical benefits + Subsidized loans	Monthly/Quarterly Incentives + Medical benefits + Subsidized loans

Merchant Enterprise RM	Sales Officer - SLI	Virtual RM/Classic on Phone/Prime RM	Authoriser - TF	Authoriser - WBO	MGR-ADMINISTRATION OPERATION	Audit-Junior Auditor
Emerging Enterprise group	Sustainable Livelihood Initiative	Virtual Relationship Banking	Trade Finance	Operations	Operations	Audit
3 - 6 years	0- 3 yrs	0- 3 yrs	0- 3 yrs	0- 3 yrs	0- 3 yrs	0- 3 yrs
Assistant Manager - Deputy Manager	Sales Officer	Trainee to Deputy Manager	Trainee to Deputy Manager	Trainee to Deputy Manager	Trainee to Deputy Manager	Trainee to Deputy Manager
3 lacs - 6.5 Lacs	2.08 Lacs - 2.88 Lacs	2.61 Lacs - 4.5 Lacs	2.61 Lacs - 4.5 Lacs	2.61 Lacs - 4.5 Lacs	2.61 Lacs - 4.5 Lacs	2.61 Lacs - 4.5 Lacs
Sales Inclined role	Sales inclined role working in deep geographies	Sales & Service inclined role	1. Operations/Audit	1. Operations/Audit	1. Operations/Audit	1. Operations/Audit
Convincing & presentable, understand banking products	Customer interaction , confident to make self help groups	2. Customer interaction to cross sell products	2. Customer interaction to cross sell products	2. Customer interaction to cross sell products	2. Customer interaction to cross sell products	2. Customer interaction to cross sell products
Proficiency of using computer/laptop	Basic knowledge of working on computer/laptop required	3. Proficiency of using computer/laptop	3. Proficiency of using computer/laptop	3. Proficiency of using computer/laptop	3. Proficiency of using computer/laptop	3. Proficiency of using computer/laptop
Targeting customer who have small business (mudra loan)	Undertake survey & identify areas – villages / wards having potential for formation of SHGs/JLG.	Responsible for managing a team of Virtual Service RM's - Inbound in order to deliver competent and consistent service along with the Superior Digital Experience to our customers	Authoriser will manage the respective desk/team which is equipped with adequate knowledge on Products and applications so as to ensure that the team achieves the daily target within turnaround time and minimal errors	Authoriser will manage the respective desk/team which is equipped with adequate knowledge on Products and applications so as to ensure that the team achieves the daily target within turnaround time and minimal errors	Plan and streamline all administrative procedures	Monitors daily claims activity to identify any instances where contractual obligations were violated or where the facility under or over-performed based on contract requirements
Giving loan up to 10 LPA to business owners	Orientation training involves the activity of educating the members on financial literacy, formal banking and credit awareness	To ensure the objective is to enhance customer relationship by providing world class service to the inbound customers is met.	Authoriser will manage the respective desk/team which is equipped with adequate knowledge on Products and applications so as to ensure that the team achieves the daily target within turnaround time and minimal errors	Authoriser will manage the respective desk/team which is equipped with adequate knowledge on Products and applications so as to ensure that the team achieves the daily target within turnaround time and minimal errors	Assess team performance to identify opportunities for coaching and guidance	Use the existing auditing platforms to analyze claims and ensure that the proper amount of funds were applied to each claim
Unsecured Loan since we are only looking at the business and no security in return from the client.	Group Formation & Financial Literacy : - Collection of participants' profile & get them into Group formation after orientation. Create baseline information about the SHG / JLG.				Manage personnel scheduling and project deadlines	Work with Compliance Manager to ensure that each claim is being billed and administered in accordance with health insurance requirements and legal framework
					Monitor office inventory and organizational costs	
					Encourage effective communication across the organization	
No	Yes	Yes	Yes	Yes	Yes	Yes
Across cities & districts	Across cities & districts	Across cities & districts	Across cities & districts	Across cities & districts	Across cities & districts	Across cities & districts
Minimum Graduate	Minimum 12th Pass/Intermediate	Minimum Graduate	Minimum Graduate	Minimum Graduate	Minimum Graduate	Minimum Graduate
Monthly/Quarterly Incentives + Medical benefits + Subsidized loans	Incentives + Medical benefits	Monthly/Quarterly Incentives + Medical benefits + Subsidized loans	Annual Bonus + Medical benefits + Subsidized loans	Annual Bonus + Medical benefits + Subsidized loans	Annual Bonus + Medical benefits + Subsidized loans	Annual Bonus + Medical benefits + Subsidized loans

Officer-Fraud & Vigilance	Operations Executive-RAO
Fraud & Vigilance	Operations
0- 3 yrs	0- 3 yrs
Trainee to Deputy Manager	Trainee to Deputy Manager
2.61 Lacs - 4.5 Lacs	2.61 Lacs - 4.5 Lacs
1. Operations/Audit	1. Operations/Audit
2. Customer interaction to cross sell products	2. Customer interaction to cross sell products
3. Proficiency of using computer/laptop	3. Proficiency of using computer/laptop
Maintaining MIS and tracking of all Whistle Blower & Anonymous complaints & their investigations	WB RAO to ensure that all the processes laid out by the bank are followed meticulously without any deviations as per the expectations of the bank and its constituents. Managing login and disbursement of Retail Asset product in the branch as per laid down
Ensuring all such cases referred are sent to the relevant Investigating Officers for Investigations	
Tracking of all Vigilance and employee related investigations	
Carry out Investigation of cases that are referred to self and ensure closure of the same within TAT	
Yes	Yes
Across cities & districts	Across cities & districts
Minimum Graduate	Minimum Graduate
Annual Bonus + Medical benefits + Subsidized loans	Annual Bonus + Medical benefits + Subsidized loans