

CEC Officer – Outbound

Department	Customer Experience Center
Location	Thane
Reporting Relationship	CEC – Team Leader – Outbound
Position Grade	Assistant Manager
Job Role	

- Calling customers for various service and sales related campaigns – related to Retail Liabilities or Retail Assets
- Responsible for quality communication and customer servicing within laid down productivity and service benchmarks
- Cross selling of various bank products
- Attaining Targets on sales conversions and cross selling
- Ensure customer “delight” and consistent service experience

Job Specification

- Graduate
- Freshers
- Only women with a time line within 2 years of graduation
- Candidates need to be from Central line and Harbour line till Vashi of the Mumbai Local train network
- Excellent communication skills – Verbal & Written in English and Hindi
- Interested in Sales
- Flexible to get scattered 8 Week Offs in a month with 9 hours shift
- Good listening skills and strong communication abilities.
- Be Confident and willing to learn with a flair for knowledge.
- Possess an upbeat, positive can-do attitude & works with integrity
- Team Player, collaborative Self-motivated person including the ability to act as a role model within the organization. Should be able to establish rapport quickly with peers, managers & customers

Compensation

- Rs. 3L CTC + Incentive

Job location

- Thane

Gender

- Female

Duty Hours

- 9 hrs.

Hiring process

- Candidates' to be mobilized as per the above criteria. Candidates will be informed about the paid training
- 1st round of screening to be done by BFSI SSC and Xpertifi
- Details of the interested candidates to be shared with the Kotak Bank for review
- Interview date and time will be communicated by the Kotak Bank
- Mode of interview will be online
- Candidates will be communicated about date and time of the interview by BFSI SSC
- Kotak Bank will select the candidates through online interview
- Background check of the selected candidates will be carried out and clearance will be given to BFSI SSC
- Pre offer letter will be issued to the selected candidates with all the terms and condition mentioned in it
- Candidate will pay to BFSI SSC and join the training

- Mode of training will be online. Scope of weekly physical intervention once in a week
- Duration of the training will be 30 days (roughly 2 to 3 hrs. per day)
- Assessment will be conducted post training
- Assessment result will be shared with the Kotak Bank
- Successful candidates will collect the offer letter from the Kotak Bank for joining