

Position	Head - Customer Service, MIS & Call N Trade
Job Description / Responsibilities	<ul style="list-style-type: none"> ➤ To develop & manage the entire customer service team for Tele-Phone, Email process, chatbot etc. ➤ Responsible for creating escalation matrix for Queries received via Calls & emails ➤ Hands on experience on creating the ticketing system for queries on email and tele-phone ➤ Responsible for creating daily, weekly, monthly dashboard on queries defining them basis their nature ➤ Responsible for coordinating with other department for query closure within TAT & drive and highlight the query beyond TAT to closure. ➤ Coordinate with direct customers on higher escalation and quick solution handling ➤ Experience on handling CRM development, its flow and integration ➤ Responsible to handle the Call N Trade (CNT) team and NRI desk ➤ Responsible for revenue generation through CNT terminal and NRI Desk ➤ Responsible for Activation of new clients and retention of existing clients ➤ Responsible of all compliances related to dealing of clients ➤ Call recording management ➤ Build a quality control and audit mechanism to ensure high quality customer satisfaction ➤ Make executable plans to improve the productivity of CNT team and NRI Desk ➤ Responsible for Hiring, Incentive plan, training, attrition management for Customer care & CNT team ➤ Ensure that there is regulatory compliance in Account opening and trading related activities ➤ Actively involved in the interpretation and end to end implementation of circulars and regulations issued by the stock exchanges and SEBI ➤ Enhance supervision of team working and reporting weekly basis ➤ Manage MIS for entire Retail Broking Division
Job specific skills	<ul style="list-style-type: none"> ➤ Knowledge on Regulatory requirements, CRM & MIS ➤ Be well attuned towards digitization; should come with a technology mindset and think innovatively how to use tech for efficient customer service ➤ Strong understanding of Online and digital broking industry practices ➤ Strong understanding of Stock Exchanges & SEBI Regulations related to retail broking

	<ul style="list-style-type: none"> ➤ Strong growth mind-set to lead and motivate the team in order to achieve higher FTR and Nil escalations ➤ Knowledge of call N trade processes ➤ Candidate should be able to demonstrate management of large-scale call centers (In House and vendor) with diverse processes ➤ Excellent communication & presentation skills to communicate with customers and other-stake holders ➤ Be a self-starter, proactive & target oriented.
Educational Qualification	Graduate/Post Graduate from recognized Universities.
Min. Experience	Minimum 10 Years
CTC Offered	Compensation will not be limiting factor for the right candidate and will be discussed on a case-by-case basis.
Location of Posting	Mumbai
How to Apply	<p>Applications should be submitted on our email careers@bobcaps.in</p> <p>Please mention “Application for the post of Head - Customer Care, MIS & Call N Trade” in the subject. Applications with any other subject will not be accepted.</p>
Website	www.bobcaps.in
Contact Person	Ms. Suchitra Bangera
Contact Number	022 – 61389300
Last Date of Application by email	20 th December 2022