

## Branch Operations Manager-Micro Business Loans

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Company: IDFC FIRST Bank

Location: India

Category: other-general

**Role/ Job Title** : Branch Operations Manager-Micro Business Loan

**Function/ Department**: Micro Business Loans

### **Job Purpose :**

The role entails scaling up the business for the Micro Business Loan lending for a designated area by delivering banking needs to the customers in the most cost efficient and technology effective manner. Role will closely collaborate with Retail team for same. This role encapsulates the responsibility of providing a seamless and fulfilling customer experience and ensuring IDFC First becomes the primary bank for all banking needs.

### **Roles & Responsibilities**

Target and Manpower planning for the branch.

Ensure recruitment and training of manpower – Sales Manager/Branch manager & branch credit and collection manager and feet on street.

Will be responsible for meeting disbursements targets month on month.

Identifying business clusters with high potential and execute penetration strategies.

Tracking and improving Manpower Productivity at all levels.

Monitoring and mentoring the branch team.

Keeping a regular track of competition and reporting new products / market developments to upstream.

Managing product mix and branch profitability.

Managing the bucket collection and overall portfolio management.

Managing internal and external audit compliance.

**Education Qualification:**

Graduation: Any Graduate

Post-graduationMBA, PGDM

**Experience:** 5+ years of relevant experience

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