

## Branch Operations Manager

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Company: Utkarsh Small Finance Bank

Location: Mumbai

Category: other-general

### JOB SUMMARY

The incumbent will be responsible for maintaining overall branch operations, ensuring maintenance of adequate stock of security items, passbooks and various forms required for deposits & advances and other transactions. The position is also responsible for cash transactions in the Branch including cash management, tallying of cash with reports in system, maintenance of registers for cash transactions etc.

#### KEY RESPONSIBILITIES

Responsible for branch operations, which includes sales, operations and customer service, ensuring strict compliance with Bank's policies and procedures.

Responsible for meeting the branch business targets.

Solving day to day customer request-RTGS, NEFT, DEMAND DRAFTS, also handling Customer complaints

Ensuring that the branch adheres to all regulatory requirements and guidelines such as "Know Your Customer (KYC)", "Anti Money Laundering (AML)", "Combating the Financing of Terrorism (CFT)", etc., at all times

Rendering excellent Customer Service and ensure their needs are understood and met through the various financial product offerings of the bank.

Establishes and administers a wide variety of banking services for the receipt, disbursement and investments including affirmation and reconciliation of investment trading and income activity, asset allocation activities, and allocation of investment income.

Plans, manages, and directs the banking operations of the branch.

Authorize transactions above Tellers limits within the approved limit by reference to the

instruments and supporting vouchers to ensure their validity and correctness.

Co-ordinate with outsourced service providers regarding functioning of Branch ATM's (Onsite and Offsite).

Responsible for Control over Stationery usage and safe-keeping of security items such as Demand Drafts, Correspondent Bank DDs, Travellers Cheques, Travel Cards, Passbooks, Withdrawal Slips, Bank stamps, etc.

Supervise the performance of Customer Service Officers (Tellers), Sales Executives, to ensure optimum productivity and high quality service in order to provide a range of general banking services to customers.

#### EDUCATIONAL QUALIFICATIONS & CERTIFICATIONS

Bachelor Degree in any specialisation. Masters Degree will be an added Advantage.

#### RELEVANT JOB EXPERIENCE

Banking experience of 4 to 5 years in managing a bank branch. Those with MBAs/CAIIB/JAIB and other banking qualifications will be preferred.

#### SKILLS & COMPETENCIES

Strong communication skills, leadership skills, result orientation, inter-personal skills and service orientation

Knowledge of the local geography and language will be an added advantage.

LOCATIONS

Bilaspur

Rajkot

Surat

Vadodara

Ratlam

Mumbai

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