

Campus Recruitment of Associate in Non-Officer cadre 2019-20



JOB DESCRIPTION FOR ASSOCIATE IN NON-OFFICER CADRE

1. Position

Associate in Non-Officer (Clerical) cadre for Branch Banking role.

2. Cost to Company

The Cost to Company per annum would be a minimum of ₹4.16 Lakhs and maximum of ₹4.25 Lakhs depending upon the place of posting and other factors, at present the Take Home Pay will be around ₹25,950 per month (exclusive of statutory deductions). The compensation particulars are under revision as applicable to Clerical cadre and will be enhanced post Bipartite Settlement.

3. Location

The selected candidates shall be posted in any of the Branches/Offices and liable to be transferred to any Branch/ Office of the Bank depending upon the administrative requirements.

4. Period on Probation

The selected candidates will be on probation for a period of six months.

5. Service Level Agreement

The selected candidates will be required to execute a Service Level Agreement upon joining the Bank undertaking to serve the Bank for minimum of 2 years or to pay the Bank a sum of ₹30,000/- as cost of training in case the candidate leaves the Bank before completion of the service period.

6. Roles and Responsibilities

- Front end customer facing role to meet the expected standards of external and internal customer service rendered by the Branch, by ensuring process standardization, timely service, inculcation of customer-centric culture and strong operational controls in accordance with the quality standards of the Bank.
- Customer Acquisition, Augmentation of Para Banking Income and assisting the team in achieving all the business targets of the Bank.
- Ensuring customer delight by personally attending the customers who visit the Branch and assisting them with the banking operations and functions.
- Providing financial solutions to customers to find an appropriate banking product as per their need/ requirement. To meet & exceed their expectations by offering assistance through cross- selling of banking and third party products.
- Handling retail operations of the Branch, e.g. sales and processing of liability and asset products, cash operations management (Receipts & Payments of Cash), front office management, issuance of demand draft, ATM cards, cheque books etc.
- Working towards achieving Business targets of the Branch as well as the assigned individual targets by continuously enhancing and upgrading the relationship with customers, meeting prospective customers & adding to the existing client base.
- Assisting in digital transformation by promoting various digital products offered by the Bank among the customers.
- Liaison with senior officials / peers at the Branch and ensure that the day to day operations of the Branch are well executed diligently.
- Adhering and complying with various audit & quality norms / standards of the Bank.
- Develop a learning culture for self and others by consistently updating with various policies of the Bank and trends emerging in the global financial market.
- Any other work allotted from time to time as per the administrative requirements of the Bank.