

## **Alternate Channels (Grade IV/V)**

Number of Vacancies:1

**Educational Qualification**: MBA (Preferably Graduation in Engineering)

**Experience**: 8-10 years in Banking & Financial Services (Of the total experience: One year Call centre

& Doorstep Banking/ related areas)

**Age Limit:** Maximum-45 years

Place of Posting: Chennai/ Thrissur/ Bengaluru

Job Profile: Should have managed/ have experience in SME & Call centre operations

Good understanding of/ experience in:

i. Cash Management Services (CMS), doorstep banking in particular.

- ii. Call centre operations both outbound & inbound.
- iii. Related statutory guidelines.
- iv. Team Management.
- v. Our core geographies: South India, other metros
- vi. Operational Risk identification, assessment, mitigation, control, monitoring and reporting

**Job Responsibility:** Managing Cash Management Services (CMS), particularly doorstep banking. Call centre operations - outbound & inbound. Compliance of related statutory guidelines. Identifying, quantifying and managing operational risks pertaining to material products, activities, processes and systems which are introduced or undertaken. Regularly monitor operational risk profiles and material exposures to losses and regular reporting of pertinent information to higher level management.

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