

Job Role: VRM Officer

- To exclusively handle Wealth/Privy Outbound calls- schedule equivalent experience profiles from other competitors.

Differentiated training to make them universal phone banking officers – cross training in cards, liabilities, assets.

- This skill to also do sales with assigned customer based mapped to them.
- Measure of outcomes – NPS, Service Level, Service Quality and Sales.
- Responsible for quality communication and customer servicing within laid down productivity and service benchmarks.
- Ensure customer “delight” and consistent service experience, including timely resolution of customer queries/issues.
- Complete the logs specified by the process (End-of-day target).
- Adherence to Information Security norms & quality process norms.
- To be aware of and comply with any updates about the process.
- Act on the feedback given by Team Leader/Team Coach or Quality or on the coaching provided to the team as guidelines for improving performance.

Job Requirements:

- Graduates from recognized University
- Strong English communication skills
- Flexible to work on rotational week offs