

- Job Title** : Customer Service Officer (CSO)
- Job Role** : The CSO's primary job role is sourcing of customer and increasing sustainable portfolio for the branch. CSO is to identify new business locations, sourcing and addition of potential customers. Post disbursement he/she has to collect the installments on scheduled dates from the customers.
- Responsibilities** :
- ✓ Sourcing of clients
  - ✓ Primary verification of credentials of clients
  - ✓ Conduct of Compulsory Group Training
  - ✓ Data entry in CRIF
  - ✓ Data entry in CMS
  - ✓ Accompanying Branch Manager for Group Recognition Test
  - ✓ Accompanying CSE in pre disbursement
  - ✓ Ensure disbursement
  - ✓ Generate Demand
  - ✓ Follow up for recovery and undertake collection
  - ✓ Remit the Collection in the Bank/s
  - ✓ Report the demand and collection to ABM / BM
  - ✓ Document filing