

**Job Title** : Customer Service Executive (CSE)

**Job Role** : The CSE would be responsible for business development, recovery, operations management, training and staff management for his branch. He would be reporting to the BH. The CSE will be in a team comprising CSOs in the branch. He will be responsible for maintaining documentation and process check.

**Responsibilities** :

- ✓ Verification of documents including KYC documents of all the potential clients
- ✓ Credit Bureau check verification
- ✓ Eligibility of customers and compliance to RBI & HO guidelines
- ✓ Tele calling of credit bureau positive customers
- ✓ 100% House Verification of documents including KYC documents of all the potential clients
- ✓ Appraisal & GRT of potential customers
- ✓ Counter party check
- ✓ Visit of all O D customers
- ✓ Assisting Branch Manager to plan his visit to clients
- ✓ Conduct GRT
- ✓ Assisting Branch manager in pre disbursement
- ✓ Follow up for demand, collection and remittance
- ✓ Passing of collection / remittance entries in the CMS entered by the CSO
- ✓ In case of non-remittance of cash, safe custody (Joint custody with Branch manager)