

## **JD for CSO (Customer Service Officer)-HR**

### **1. Recruitment and Onboarding Process :**

- Obtaining approval for the interviews and scheduling the interviews based on the requirement (Replacement / New).
- Creating Panels for interview based on the requirement with respect to the designations.
- Creating links for interviews in virtual mode.
- Coordinating and supporting the panel members in conducting the interviews.
- Following-up the panel members for the interview assessment scores.
- Reviewing interview assessment sheets to find out the shortlisted candidates.
- Verifying the supporting documents (KYC Documents, Equifax Report and BGV Reports).
- Performing salary negotiation with the shortlisted candidates.
- Note preparation for CTC approval in the specified format.
- Issuance of Offer Letters and creating Temp. ID to enable the joiners to complete the joining formalities.
- Following-up the RMs for allotment of OJT location and Final Place of Posting.
- Coordinating with the Branches to complete the onboarding process on the scheduled joining dates.
- Verifying the data updated and the documents uploaded (as per the checklist for onboarding) and approving staff joining in NABFINET.
- Ensuring availability of all required data/documents for all the joiners.
- Maintenance of Service Files, MIS/Tracker.

### **2. Transfers, Deputations, SHR and Disciplinary Actions :**

- Initiating notes for transfer, deputations, SHR (Shouldering Higher Responsibility) based on the recommendation from the FRHs.
- Initiating note for disciplinary actions based on the recommendations from the FRHs/IAD.
- Processing of requests received for 'Transfer grants' after verification.
- Coordinating with the RMs and FRHs for review for the PIP (Performance Improvement Plan) cases.
- Closing of the PIP cases as per the recommendation and approval obtained.
- Closing of Show-cause notice issued cases as per the recommendation and approval obtained.

### **3. Staff Attendance, Leave and Exit :**

- Sending email to the concern staff who is under unauthorized absence for three days or more - asking the reason and advising to report to work.
- Reviewing / resolving of tickets raised under 'Helpdesk Menu' in NABFINET related to attendance / leave.
- Converting LOP1 to LOP2 based on proper justification and recommendation
- Crediting Maternity leave and Paternity leave as per the request and approval.
- Processing of resignation request and following up with the Supervisors as per hierarchy for their recommendation and approval.
- Following up with the Supervisors to make them raise the termination request for the cases which are under unauthorized absence for more than 3 days and not responding to our email.
- Replying the emails pertaining to ex-employment verification from other Companies.
- Issuance of 'Termination Letter' for all the terminated cases.

#### **4. Full & Final Settlement, Performance Incentive, Change of Designation/Job-role/Location and Relieving / Service Letter :**

- Processing of Full and Final settlement after exit within the timeline – Following up the Branches for getting the exit documents, preparation of notes in the prescribed format, submitting with IAD for pre-audit, obtaining approval from the competent authority.
  - Processing the requests for release of Incentive/Salary/Reimbursements on approval which have been kept on hold.
  - Coordinating with the Admin. Department for Salary/Reimbursement release.
  - Sending email and raising ticket to DIT for EFT generation.
  - Sending requests to the Accounts department for funds through email.
  - Sending letter to the employees for recovery of shortfall amount through post who absconded and terminated.
  - Posting of core entry related to changes in Designation/Job-role and location.
  - Issuance of 'Relieving Letter' to the resigned & relieved employees – through email and post.
  - Submitting the Staff Attrition Report with the Management.
  - Preparation of Note for releasing Statutory Bonus and initiating payments.
  - Maintenance of MIS/Tracker.
- ❖ Undertaking any other tasks, as allotted by supervisor.