

Customer Service Executive (CSE)

Business Verticals

- Individual Business Loans
- Affordable Housing Loans

Eligibility Criteria

- Graduate in any discipline (10+2+3)
- Min 2 years experience in sourcing, processing, and servicing Business Loans and Affordable Housing Loans with Banks, NBFCs, MFIs, or Housing Finance Companies (HFCs) preferred.
- Good communication and interpersonal skills.
- Willingness to travel locally for field visits.
- Knowledge of local language is mandatory.

Key Responsibilities

- Sourcing and acquiring new customers.
- Expertise in end-to-end management of Processing Individual Business Loans (IBL) and Affordable Housing Loans (AHL)
- Conducting field visits and customer meetings.
- Collecting KYC and income-related documents.
- Assisting to BH for Credit appraisal processing and disbursement.
- Maintaining customer relationships and providing Post Disbursement support.
- Coordinating with Credit Teams.
- Supporting collection and portfolio quality management.
- Ensuring compliance with company policies and regulatory guidelines.

Locations

Madhya Pradesh