

Job Description

POSITION DETAILS			
Functional Designation	Head – Centralized Customer Service	Department	Customer Service
Sub Department	Centralized Customer Service	HR Grade	Vice President
Location	Corporate Office	Reporting Manager	
Job Purpose			
<p>A Head of Customer Service in a Non-Banking Financial Company (NBFC) is a senior leadership role responsible for managing and improving the customer service operations. The job description typically includes:</p>			
Principal Accountabilities			
<ol style="list-style-type: none">1. Strategic Leadership: Develop and execute the customer service strategy aligned with the company's goals and values.2. Team Management: Oversee a team of customer service representatives and supervisors, ensuring they are well-trained and motivated.3. Customer Experience Enhancement: Implement processes and practices that enhance the overall customer experience, including complaint resolution and service quality.4. Compliance: Ensure that customer service operations adhere to regulatory guidelines and company policies.5. Performance Metrics: Define and track key performance indicators (KPIs) to measure the effectiveness of customer service operations, such as response times, customer satisfaction, and issue resolution rates.6. Technology Integration: Integrate and leverage customer service technology, including CRM systems, to streamline operations and improve efficiency.7. Customer Feedback: Collect and analyze customer feedback to drive continuous improvement in services and address issues promptly.8. Training and Development: Develop training programs for customer service staff to enhance their skills and knowledge.9. Budget Management: Manage the budget for customer service operations efficiently.10. Communication: Collaborate with other departments and communicate customer insights and feedback to improve products or services.			

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11. Crisis Management: Handle escalated customer issues or complaints, working to resolve them effectively.

12. Market Research: Stay updated on industry trends, customer preferences, and competitor practices to adapt the customer service strategy accordingly.

13. Reporting: Provide regular reports to the senior management on customer service performance and areas for improvement.

14. Quality Control: Establish and maintain quality control measures to ensure consistent service delivery.

15. Customer Engagement: Develop initiatives to engage with customers, such as surveys, loyalty programs, or outreach campaigns.

Desired Profile

1. Minimum of a Bachelor's Degree: Many customer service roles in NBFCs require at least a bachelor's degree in a relevant field. This could be in areas such as business, finance, economics, or communication.
2. Strong Communication Skills: Excellent verbal and written communication skills are essential. Customer service representatives need to effectively communicate with customers to resolve inquiries or issues.
3. Financial Knowledge: A basic understanding of financial products and services is beneficial. It's important to be able to explain various financial products to customers.