

## Job Description

POSITION DETAILS			
<b>Functional Designation</b>	Officer- Online Reputation Management	<b>Department</b>	Online Reputation Management
<b>Sub Department</b>	ORM	<b>HR Grade</b>	Senior Executive/AM
<b>Location</b>	Corporate Office	<b>Reporting Manager</b>	Indrani
Job Purpose			
To resolve customer escalations received via Social media Platforms , letters, Mobile App.			
Principal Accountabilities			
<p>The candidate should be from Bank/NBFC/Digital lending Platform</p> <p>Having experience of handling Social media escalation, Senior Management escalation,</p> <p>Should be okay for contacting the customer via email &amp; Voice both.</p> <p>Should have knowledge of basic word and excel.</p> <p>Having good drafting skill and English communication</p>			
Desired Profile			
<p>Qualification:</p> <p>Graduate</p> <p>Minimum 2 years of total experience in finance portfolio</p> <p>Good communication Skill &amp; Drafting skill.</p> <p>Knowledge about Regulatory Circulars applicable to Customer Grievance Resolution Process.</p>			