

## Job Description

POSITION DETAILS			
Functional Designation	Complain Resolution Unit Specialist	Department	Nodal Regulatory
Sub Department	CRU	HR Grade	AM/DM
Location	Corporate Office	Reporting Manager	Rati
Job Purpose			
To resolve customer escalations received via email, RBI portal , Senior Management escalation etc			
Principal Accountabilities			
<p>1.To resolve customer escalations received via email, RBI portal , Senior Management escalation etc.</p> <p>2.To liaison with Internal Ombudsman (IO) of the company:</p> <p>a) for any requirement related to customer complaints, any data/information that IO may ask from the company etc.</p> <p>b) analysis of complaint trends and discussions towards corrective measures &amp; pro-active steps being taken.</p> <p>3. To prepare RCA of each complaint, GAP analysis and suggest corrective measures to departments to avoid repeat complaints of similar nature.</p>			
Desired Profile			
<p>Qualification:</p> <p>Graduate</p> <p>Experience of customer handling of at-least 1 year is a must.</p> <p>Good communication Skill &amp; Drafting skill.</p> <p>Knowledge about Regulatory Circulars applicable to Customer Grievance Resolution Process.</p>			