

Job Description

POSITION DETAILS			
Functional Designation	Team Lead - Online Reputation Management	Department	Nodal Regulatory
Sub Department	ORM	HR Grade	Manager
Location	Corporate Office	Reporting Manager	Arnab
Job Purpose			
<ol style="list-style-type: none">1. Managing Social Media and Grievance management team2. Stakeholder coordination and management for resolution3. Good Communication and team management skill4. Gap/Activity analysis and weekly/monthly reporting of team productivity.			
Principal Accountabilities			
<p>Minimum 2 years of total experience in team handling The candidate should be from Bank/NBFC/Digital lending Platform Having experience of handling Social media escalation, Senior Management escalation, Should be okay for contacting the customer via email & Voice both. Should have knowledge of basic word and excel. Having good drafting skill and english communication</p>			
Desired Profile			
<p><u>Qualification:</u></p> <p>- Graduate</p> <p>- Minimum 3-6 years of total experience in finance portfolio (grievance channel preferable) Good communication Skill & Drafting skill. Knowledge about Regulatory Circulars applicable to Customer Grievance Resolution Process.</p>			