

Job Description

POSITION DETAILS			
Functional Designation	Lead Complaint Resolution Unit	Department	Legal and Nodal regulatory
Sub Department	Legal and Nodal regulatory	HR Grade	AVP
Location	Corporate Office	Reporting Manager	
Job Purpose			
<p>The ideal candidate will be responsible for managing and resolving customer complaints efficiently and effectively, ensuring compliance with regulatory requirements, and enhancing customer satisfaction. This role requires strong leadership skills, a deep understanding of legal and regulatory frameworks, and a commitment to maintaining high standards of customer service.</p>			
Principal Accountabilities			
<ul style="list-style-type: none">• Complaint Management: Oversee the end-to-end process of complaint resolution, ensuring timely and satisfactory outcomes for customers.• Regulatory Compliance: Ensure all complaint handling processes comply with relevant regulatory requirements and internal policies.• Team Leadership: Lead and mentor a team of complaint resolution officers, providing guidance and support to achieve departmental goals.• Stakeholder Communication: Act as the primary point of contact for regulatory bodies, customers, and internal stakeholders regarding complaint resolution matters.• Process Improvement: Identify and implement process improvements to enhance the efficiency and effectiveness of the complaint resolution unit.• Reporting & Analysis: Prepare regular reports on complaint trends, resolution times, and customer satisfaction metrics, providing insights and recommendations to senior management.• Training & Development: Develop and deliver training programs for staff on complaint handling procedures, regulatory requirements, and customer service best practices.• Customer Advocacy: Advocate for customer needs and concerns within the organization, driving initiatives to improve overall customer experience.			
Desired Profile			
<ul style="list-style-type: none">• Education: Bachelor's degree in Business Administration, Law, Finance, or a related field.• Experience: Minimum of 10 years of experience in complaint resolution, regulatory compliance, or customer service within the financial services industry.• Regulatory Knowledge: In-depth knowledge of regulatory frameworks and guidelines applicable to NBFCs.• Leadership Skills: Proven leadership and team management skills with the ability to motivate and develop staff.• Communication Skills: Excellent written and verbal communication skills, with the ability to interact effectively with customers, regulatory bodies, and internal stakeholders.• Problem-Solving: Strong analytical and problem-solving skills, with the ability to handle complex and sensitive issues.• Attention to Detail: High level of attention to detail and accuracy in all aspects of work			