

1. VKYC Executive (PFL On roll):

Competencies	Key Parameters
Educational Qualification	Graduate/Postgraduate in any stream
Experience	Fresher or Minimum 1 year experience in customer service or KYC related work experience
Skill Set	<ul style="list-style-type: none">• Excellent communication skills (verbal and written)• Self-motivated and a self-starter• Should be aware about KYC documents.• Should have good interpersonal skills.• Proficient in MS Office and call Centre equipment/software programs
Job Description	<ul style="list-style-type: none">• Video Customer Identification Carry out Customer identification process through Video calls.• Performing due diligence checks reviewing KYC documentation through Video calls• Need to be consistent, thorough, accurate and credible while performing duties.• Need to be time bound ensure the requests are closed within stipulated timelines.• Interaction Quality Complete and accurate capture of call interactions• Need to ensure defect rates are kept under acceptable levels.• Customer Service Must exhibit highest standards of customer service to ensure customers are comfortable through our verification process abide by Banks grooming standards.• Ensure all laid down system and process are followed and timely processing submission of KYC.• Requests Adherence to set processes of updating customer interactions.