

Job Description

Role / Position Title	Product Manager - Customer Journey & Loan Processes
Reporting Manager	Product Head

Job Summary –

Handling consumer durable products and excel in defined objectives as a Product Manager.

Objective and Scope of the Position –

To manage consumer durable products and be responsible for product development, process design, implementation.

Detailed Role & Responsibility of the Position –

Customer Journey / Loan Processing:

- Constantly review the customer journey and recommend changes for competitiveness and improving customer experience/ organizational profitability.
- Responsible for delivering the look and feel of the overall journey in accordance with segmentation requirements for each business channels
- Oversees the development of product specifications in the IT systems, accounting systems and undertake necessary documentation for process notes, approval matrix, etc for the same.
- Co-ordinate with Operations, Risk team on designing and implementation of processes to reduce TAT and increase customer satisfaction.
- Facilitate seamless onboarding of partner systems in the internal ecosystem.
- Establishing and maintaining the internal ecosystem to support scale up of all facets of the business and execution of the strategic roadmap.
- Identifying process gaps at Call Center / Partner App end and Product end and looking for resolutions through concerned stakeholder

Competition/Industry Benchmarking:

- Analyze the market and competition portfolio to identify potential opportunities.
- Track competitions, industry metrics, forecasts and qualitative market data for different segments.
- Develop product positioning which differentiates consumer durable products proposition of the company in the market.

Cross Functional Teams:

- Work with key stakeholders including marketing, IT, CC, Risk, Collection, Legal Compliance and Analytics to drive business objectives.

Requirements –

A.) Professional Experience:

5-10 years of Product / Sales experience in Consumer Durable or other Asset products

B.) Education Background:

Post Graduate Degree in MBA or Equivalent