

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.