

BOB Financial Solutions Limited is a wholly owned subsidiary of Bank of Baroda and a Non-Deposit Accepting Non-Banking Finance Company (NBFC). BFSL was established in the year 1994 to cater to the need of rapidly growing credit card industry in a focused manner. BFSL is one among the pioneers in Indian card market and was the first nonbanking company in India to issue credit cards.

The Company's core business is credit card issuance and consumer lending.

Position	Senior Officer / Officer – Customer Experience
Role & Responsibilities	<p>Key highlights of the role are listed below (purely indicative and not limiting):</p> <p>This position would include the mentioned set of responsibilities but not limited to:</p> <ul style="list-style-type: none"> • Handle customer queries and complaints effectively and efficiently. • Work with responsibility and accuracy within the defined TAT. • Be an integral part of the Team and should have readiness to learn newthings. • Acquainted with the Credit Card Industry and the offerings of the peer. • Effectively manage Vendors and activities related to them. • Liaison with Internal and external customers. • Adhere to the internal & external policies and guidelines. • Would be comfortable to work in both Day & Night shifts.
Job specific skills	<p>Applicants should possess the following attributes:</p> <ul style="list-style-type: none"> • Effective Spoken & Written Communication skills in English and Hindi are amust. • Patient listener. • Capable of Decision Making. • Good Interpersonal Skill. • Customer centric. • Hard Working. • Basic know how of operating Computer (MS-Office).
Educational Qualifications	<ul style="list-style-type: none"> • Graduate / Post Graduate / Professional Degree.
Minimum Experience	<ul style="list-style-type: none"> • Minimum 1+ Year of experience.
Location of posting	<ul style="list-style-type: none"> • Mumbai. <p>The candidate may be deputed to work with the team(s) within the organization / parent organization / any subsidiary of the parent organization ifand as deemed necessary. Candidate is liable to be transferred to any other location in India.</p>
Maximum Age on the last date of application	<ul style="list-style-type: none"> • 45 Years.
Email to be sent to	careers@bobfinancial.com with subject as “ Senior. Officer / Officer – Customer Experience ”
Website	www.bobfinancial.com

Other Terms	<ul style="list-style-type: none">• It may please be noted that company is not bound to call all the applicants for interview. Only shortlisted candidates will be called for selection procedure.• Canvassing, in any form, will result in disqualification of candidature.• In case of any modification in advertisement shall be updated only in Website.• The above recruitment may be scrapped at any stage of recruitment process without assigning any reasons.• Company may conduct background checks/CIBIL check at any stage of process and also call for current compensation detail/qualification documents/past employment proofs for conclusion of recruitment process.
Last Date for application	25th February 2023