

Date: 12.05.2026

**Job Title: Customer Service Associate**

**(Maternity Cover for 6 Months)**

**Department: Branch**

- Regular Branch Operations and Handing of Remittances
- Monitoring & processing of Incoming and Outgoing remittances.
- Opening of Business & Individuals Accounts including NRI.
- KYC Compliance, Transactions Monitoring / Review and preparation of various reports.
- Periodic Review of Accounts, KYC and AML Reviews and prepare Risk Metrics / check-list and monthly reports.
- Creation and Verifications of Finacle Entries and Generation of daily reports.
- Creating FD maturity, new, renewal & other certificate for customers.
- Completion of Day End Activities and Batch Jobs Execution.
- Assisting the Branch Audit and reviews
- Filling and Scanning – documents/ Daily Vouchers
- Handing / assisting of existing / new customer Queries – Phone/Emails/Letters/ Postal request & face to face customers and complaint redressal.
- Daily reconciliation of pending entries and checking for FD maturities (Renewals & closures)
- Uploading of SFTP Files / handling of cash and branch regular operations / cheques.
- Lodging, Realization and Free Delivery for Trade – Bills
- Attend any task that may be entrusted by Dy. Manager / Branch Manager

Qualifications / Competency :

01. Any Bachelor Degree
02. Knowledge of Branch Operations / Remittance Handling
03. Sound Knowledge of AML KYC guidelines.
04. Business Developments Skill
05. Customer Focused and Complaint Handling Skills.
06. The ability to communicate clearly and efficiently with customers.
07. Knowledge of MS Office 365, Finacle and Credit Portfolio if any

Previous Experience:

If relevant

Relevant experience of 01 year in Banking / Financial Institutions.