

▪ **Job Description of – Risk Management Department**

Job Designation	Customer Service Executive/Assistant Manager
Location	Head Office, Bengaluru
No. of Opening	1
# Duties/Responsibilities	
<ul style="list-style-type: none"> i. Preparation of Risk Control Self Assessment templates for branches and all departments ii. Co-ordinate and follow up with the departments iii. Consolidation of the reports from branches (500+) and departments, its analysis and report preparation iv. Analysis of data on various aspects on continuous basis v. Preparation of monthly report on risks and breaches vi. Visit to branches to analyse the deviations/lapses at branches and the emerging risks. vii. In the event of frauds in branches/regions viii. New risk assessment (NRA) in existing processes and before new products launching ix. Set up operation risk/fraud risk management team for fraud investigation if approved by management 	
# Required Skills/Knowledge	
<ul style="list-style-type: none"> ▪ Good communication skills in English (Speaking and Writing) is must ▪ Speaking proficiency in Hindi is desirable ▪ The candidate should have knowledge of Microsoft Excel should be capable of applying basis tools and techniques for data analysis ▪ Basic knowledge of accounting is an added advantage ▪ The candidate should possess good communication and interpersonal skills 	
# Education and Experience	
<ul style="list-style-type: none"> ▪ The candidate should have completed graduation prior to applying for the position. ▪ Candidate should have 2 years and above relevant experience in MFI. ▪ Candidates with considerable experience in Customer Service, Customer Relationship Management, MIS, Data Analysis is preferable. 	