

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

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