

BOBCARD is a wholly owned subsidiary of Bank of Baroda and a Non-Deposit Accepting Non-Banking Finance Company (NBFC). BOBCARD was established in the year 1994 to cater to the need of rapidly growing credit card industry in a focused manner. BOBCARD 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.

<b>Position</b>	Manager/ Asst. Manager – Customer Experience (Turbhe)
<b>Role &amp; Responsibilities</b>	<p><b>Key highlights of the role are listed below (purely indicative and not limiting):</b></p> <p><b>This position would include the mentioned set of responsibilities but not limited to:</b></p> <ol style="list-style-type: none"> <li>1. Designing and delivering training programs for contact centre agents.</li> <li>2. Preparing reports and analyzing data to assist management as they determine contact centre goals.</li> <li>3. Evaluation Agent Performance and provide feedback to improve agent skills. Provide learning / coaching and taking corrective action, if necessary.</li> <li>4. Observing the daily operations of contact centre employees, identify operational issues and identifying / suggesting possible areas of improvement.</li> <li>5. Ensuring employees keep up their productivity and maintain high levels of customer satisfaction.</li> <li>6. Working with other supervisors and management team members to support agents and maximize customer satisfaction.</li> <li>7. Hiring, training, and preparing call centre representatives to respond to customer questions and complaints and troubleshoot problems with services or products. Answering agent questions regarding best practices or difficult calls.</li> <li>8. Preparing procedures and policies regarding sales techniques and appropriate agent conduct with contact centre objectives, performance standards and policies.</li> <li>9. Scheduling and conducting training sessions on various call centre topics to prepare and support new employees.</li> <li>10. Training experienced employees on new or updated call centre procedures to improve their performance.</li> <li>11. Liaising with team leaders and managers to conduct on-the-job coaching.</li> </ol>

<b>Job specific skills</b>	<p><b>Applicants should possess the following attributes:</b></p> <ol style="list-style-type: none"> <li>1. Excellent knowledge of sales techniques and customer service best practices, problem solving, leadership, and customer service skills.</li> <li>2. Proficiency with technology, especially computers, software applications, and phone systems.</li> <li>3. Strong teaching abilities and mentoring skills. Analytical, efficient, and thorough.</li> <li>4. Good verbal &amp; written communication, interpersonal, and conflict resolution skills.</li> <li>5. Ability to coach, train, and motivate employees and evaluate their performance.</li> <li>6. Experience / knowledge of BOBCARD's products &amp; processes will be an added advantage.</li> <li>7. Data Analysis &amp; Quality Assurance.</li> </ol>
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<b>Educational Qualifications</b>	<ul style="list-style-type: none"> <li>• Graduate / Post Graduate / Professional Degree.</li> </ul>
<b>Minimum Experience</b>	<ul style="list-style-type: none"> <li>• 3+ years</li> </ul>
<b>Location of posting</b>	<ul style="list-style-type: none"> <li>• <b>Navi Mumbai (Turbhe)</b> The candidate may be deputed to work with the team(s) within the organization / parent organization / any subsidiary of the parent organization if and as deemed necessary. Candidate is liable to be transferred to any other location in India.</li> </ul>
<b>Maximum Age on the last date of application</b>	<ul style="list-style-type: none"> <li>• 50 Years.</li> </ul>
<b>Website</b>	<a href="http://www.bobcard.co.in">www.bobcard.co.in</a>
<b>Other Terms</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Canvassing, in any form, will result in disqualification of candidature.</li> <li>• In case of any modification in advertisement shall be updated only in Website.</li> <li>• The above recruitment may be scrapped at any stage of recruitment process without assigning any reasons.</li> <li>• 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.</li> </ul>

Last Date for application	8 <sup>th</sup> Aug 2025
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