

<u>Job Description – Assistant Manager/Deputy Manager-Financial Inclusion</u>	
Position	<u>Assistant Manager/ Deputy Manager - Financial Inclusion</u>
Position Purpose	Appointment, Monitoring & Supervision of Business Correspondents
Role & Responsibilities	<ul style="list-style-type: none"> • Appointment of Business Correspondent's in the assigned area and replacement where the existing Business Correspondents are not functional. • Monitoring & controlling the activities of the assigned Business Correspondent's in coordination with the link branch and ensuring that the BC is active as per the desired parameters. • Educating and training the Business Correspondents about their Roles & Responsibilities. • Visiting the allocated villages, conducting financial literacy sessions towards encouraging villagers/customers for availing banking services. • Ensuring redressal of grievances of customers / Business Correspondents and providing feedback to the respective FI coordinator. • Ensure that the Business Correspondents are operational and available on a daily basis, as mandated by the bank. • Ensuring that the transactions at the Business Correspondents points are being done as per the prescribed norms/ guidelines and ensuring that no offline transactions are being done. • Ensuring that the Business Correspondents are engaged in cross-selling the Banks' and third-party products and also ensuring recovery of the bank's outstanding dues. • Ensuring that the details of the Business Correspondents, Field officer as well as the Dos & Don'ts are prominently displayed by the BC at the CSP. • Coordinate and interact with the link branch, RO, and ZO and provide feedback on improvement areas of the BC, if any. Also, plan and organize camps in consultation with the branch / RO. • To monitor the performance of the Business Correspondent's and to arrange for training programs on technical or operational updates from time to time. • Responsible for fixing the targets for the Business Correspondent's and monitoring their performance against the same. Further, they will also need to perform surprise verification of Cash with the BC and submit the report to the State Head.
Job Specific skills	<ul style="list-style-type: none"> • Min 3+ yrs. experience in Financial Inclusion preferred. • Experience in Business Correspondent appointment and management preferred. • Experience in coordinating at Branch level of PSU banks desirable. • Experience in Cash Management at the Business Correspondent level preferred. • Experience in Channel and Team Management.
Educational Qualification	Graduate in any discipline
Minimum Experience	1-2 years
Location of posting	Gift City, Gandhinagar