

Job Description - Customer Owner for Global Trade Services	
Position	Customer Owner (CO) - Global Trade Services
Position Purpose	Engage with customers to understand requirements end to end, expand business and become trusted advisor to customers. Build sustainable model to support increasing volume growth and reduce defects in operational processing.
Roles & Responsibilities	<p><u>Customer engagement:</u></p> <ul style="list-style-type: none"> • Define performance/risk indicators with matrix and dashboard, End to end RCAs of customer feedback on issues in product/process delivery with a view to implement simplicity retaining the key controls and bring to zero error level. • Facilitate interactions (at least 2 per week) with customer requiring the need to understand our process requirements including white boarding. • Ensure implementation of new products and services in line with business and industry. • Focussed approach with BGSS teams to refer the parent group with a view to increase the overall customer base (30% minimum in terms of wallet increase and new customer base). • Strengthening team of relationship managers (Customer owners) at Gift City for customer service and initiate cross sell, with at least 25% increase in numbers from last year (\$ 8 MN) • Identifying risks and mitigating the same by making recommendations to senior management regarding process improvements, enhancements etc. <p><u>Operational Service & Excellence :</u></p> <ul style="list-style-type: none"> • Encourage process improvements continuously and make people always think of cycle time and defect reduction and focus on Continuous Improvement of Processes. • Creation of a framework for improvement of processes from grass roots levels & structured implementation of quality ideas including customer centric change in the processes to facilitate ease of doing transactions- Deliverable management and Call Centre enhancement. • Take ownership to resolve client issues to their satisfaction and by maintaining minimum 95% TAT & Exceed client expectations by delivering services and products that go beyond their initial request. • Awareness of RPA, ML & AI.
Job Specific skills	<ul style="list-style-type: none"> • Minimum 2+ years of current conventional Trade experience in relevant function with a PSB/ Private/ Foreign Banks/ Shared services centre of these Banks with a minimum graduate qualification and certification in trade finance/operations as required by IIBF. • Strong knowledge of FEMA/FEDAI/RBI/UCP/URC/SWIFT/OFAC guidelines, regulatory Framework, credit reports, identifying red flags. • Strong analytical, interpersonal, and verbal and written communication skills. • Detail-oriented with strong ability to manage process and time. • Ability to work in a flexible and production-oriented environment. • Must be able to work in a high stress environment while delivering a high-level of customer service. • Must be willing and able to work as part of a team. • Strong capability to work in multiple systems - paperless environment. • Must be willing to work in strict security environment. • Should have presentation capability to senior management. • Resolve customer escalation within stipulated timelines • Coordinating with branches, Head Office, Project Teams, Customer Service teams as and

	when required.
Educational Qualification	<ul style="list-style-type: none"> • Graduate Degree is mandatory. Preferably B.Com/M.Com/ MBA • Proven work experience in Trade products, services and operations. • Keen understanding and focus on risk, controls, compliance and regulatory framework.
Minimum Experience	Minimum 2 - 3 years of experience
CTC offered	Compensation will not be a limiting factor for the right candidate and will be discussed on case to case basis
Location of posting	Gandhinagar / Bengaluru The candidate may be deputed to work with team(s) with the organization / any subsidiary of the parent organization if and as deemed necessary.