

| Job Description: Head - Account Management System | |
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| Position | Head - Account Management System (Retail Liabilities) |
| Location | Gift City, Gandhinagar |
| Position Purpose | Heading Account Management Operations for Bank of Baroda centralized unit Manage and head complete centralized operation of retail liabilities for Bank of Baroda PAN India retail liabilities |
| Role & Responsibilities | <ul style="list-style-type: none"> • Build a robust operational setup to Manage more than 8,000 Branches for account opening and account management services • Guide the Checkers and Makers in the Account Opening Process for Current and Savings Accounts. • Subject matter expert regarding account opening process, applicable guidelines, statutory framework and regulatory requirements. • Liaise with the branches and manage stockholders • Ensure that the KYC norms are adhered to and the account opening process is in accordance with Bank's and RBI guidelines, utilizing circulars or statutory guidelines. • Regularly evaluate and ensure that the processes are accurate, complete, and compliant. • Assisting the bank and BGSS in enhancing quality of service delivery relating to the account opening process. • Participating in internal projects that improve process efficiency and effectiveness to assist in achieving key strategic objectives. <p>Identifying risks and mitigating the same by making recommendations to senior management regarding process improvements, enhancements etc.</p> <p>Activities to include the following:</p> <ul style="list-style-type: none"> • Account Opening Services • RTGS / NEFT • Welcome Kit / Deliverables Management • Cheque Book requests • NRI Account Opening • Cash Management Services • Customer Service and query resolution |
| Job Specific skills | <ul style="list-style-type: none"> • Should have 18+ years of experience in banking and financial domain. • Strong knowledge of KYC, Statutory Framework, Guidelines etc and ability to identify red flags. • Strong analytical, interpersonal, and verbal and written communication skills. • 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 to work in strict security environment. • Swift decision making within defined TAT. • Coordinating with branches, Head Office, Project Teams, Customer Service teams as and when required. |
| Educational Qualification | Graduate Degree is mandatory. Preferably B. Com/M. Com/ MBA |
| Experience | Minimum 18 years of experience |