

<u>Job Description – Manager/ Deputy Manager/ Asst. Manager for</u> ATM Monitoring (Operations- Reconciliation- Dispute Resolution)	
Position	<u>Manager/ Deputy Manager/ Asst. Manager –</u> (Operations- ATM Monitoring)
Position Purpose	Managing Day to Day Operations for - ATM Monitoring channels, Dispute management / Complaints / Incident management operations for Bank of Baroda from GIFT, Gandhinagar / Baroda office.
Role & Responsibilities	<ul style="list-style-type: none"> • ATM Monitoring through ESQ & escalations. The Monitoring of all ATMs on all defined parameters to happen through ESQ, which is integrated with all vendors portal, by central monitoring team and ECMs directly as well. • Coordination and liaison with IT, Vendors, ECMs, reconciliations and others for rectification of issues and ATM sites if down and managing escalations. • Day to day Bank & vendor dispute resolution. Generic emails management and response within TAT. • Ensure periodical reporting (Daily/Monthly/ Quarterly etc.) • Compliance to Bank’s internal circular & regulatory advisory w.r.t. digital banking operations. • Complete Responsibility for day to day management, responsible for internal & external co-ordination for the process assigned. Incident management basis reporting from regions. • Participate & contribute towards process improvements, TAT reduction, and cost savings within the area of operations. • Vendor reviews and adherence to RBI outsourcing policy for vendors. • Periodic review of accounts and processes to ensure adherence to the agreed processes and eliminate the scope for financial exposure. • Cash Optimisation, handling shortage of cash, C3R, cash related issues or RCAs on ATM fraud. • Analysis – Transactions, cash withdrawals, profitability, performance etc.
Job Specific skills	<ul style="list-style-type: none"> • Minimum 2/5/7 years’ of subject matter experience in ATM/digital payments industry etc. • Candidate should have expert knowledge of ATM operations. Strong analytical, interpersonal, and verbal and written communication skills. • Solid understanding of all operational items related to ATM operation processing including fraud prevention, dispute management. • Candidate should have a strong understanding of ATM Operations regulations and industry standards. • Candidate should have a risk-based approach / mindset to solving problems. • Skilled at multi-tasking with the ability to prioritize key deliverables and work in a fluid, fast-paced environment. • Strong analytical, mathematical and reporting skills. • A great attitude, an open mind, an eagerness to learn and a willingness to take initiative, no matter the task, is the top requirement.

	<ul style="list-style-type: none"> • Team player who can also function well independently. • Excellent written and oral communication skills. • The ability to learn new things quickly and implement them efficiently, within very tight timelines. • Advanced proficiency in Excel, Word, PowerPoint, and Outlook.
Educational Qualification	<ul style="list-style-type: none"> • Graduate Degree is mandatory (50% & above). Preferably B.Com,B.Sc IT & Computers / Engg. / MSc IT & Tech. (Required) • Proven work experience in ATM industry services and operations. • Experience in a customer services and/or operations environment. (Required)
Minimum Experience	Minimum 2/5/7 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	<p>Gandhinagar / Baroda</p> <p>The candidate may be deputed to work with team(s) with the organization / any subsidiary of the parent organization if and as deemed necessary.</p>