

| <u>Job Description – State Head</u> Department - Financial Inclusion | |
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| Position | <u>State Head</u> |
| Position Purpose | Leading the BC Operations for the state/s |
| Role & Responsibilities | <ul style="list-style-type: none"> • Responsible for coordinating with the Bank’s FI team at the Zonal, regional & Branch Levels for the state. • Responsible for building and mentoring the team for achievement of the desired results. • Responsible for setting the goal sheets for the team, monitoring and ensuring achievement of the same. • Responsible for the overall performance and target achievement for the state. • Responsible towards ensuring adherence to the process and protocols as defined by the bank / company. • Responsible for providing periodic feedback to the management and providing valuable inputs at all times. • Responsible for creating and sharing the MIS with the bank and the internal management team. • Responsible towards ensuring that no mal practices are being done by any team members and in case any such issues are discovered, bringing the same to the HR team and the management’s notice. • Responsible for cash management for each BC’s for his state and also for ensuring that no offline transactions are being done. • Responsible for coordinating with the Bank’s officers regarding the training and other issues / Challenges of the Customers / BC’s / BC supervisors. • Responsible towards ensuring that all BC’s in his state are active as per the Bank’s requirement, conduct regular review of their performances and ensuring that the desired results are achieved. • Responsible for ensuring that atleast 80% of the BC’s are in the “Good” category performer matrix as per the bank’s matrix chart. • Responsible towards ensuring a proper product mix of activities at all BC points, as desired by the bank. |
| Job Specific skills | <ul style="list-style-type: none"> • Min 6 yrs. experience in Financial Inclusion with leading organisations. • Experience in BC appointment and management for PSU Banks. • Coordinated at regional / Zonal levels of PSU banks. • Experience in Cash Management at the BC level. • Experience in Channel and team Management. |
| Educational Qualification | Graduate in any discipline |
| Minimum Experience | 7 years |
| Location of posting | Hyderabad, Delhi, Lucknow, Bhopal, Mumbai / Pune, Ahmedabad/Baroda, Jaipur, Amritsar / Jalandhar, Patna, Chennai, Bengaluru, Kochi, Kolkata, Bhubaneshwar, Guwahati, Jaipur. |