



# **JOB DESCRIPTION FOR ASSOCIATE IN NON-OFFICER CADRE FOR BRANCH BANKING ROLE**

## **1. Position**

Associate in Non-Officer (Clerical) cadre for Branch Banking role.

## **2. Cost to Company**

The Cost to Company per annum would be ₹4.95 Lakhs. The Take Home Pay will be around ₹32,500 per month (exclusive of statutory deductions including income tax & profession tax etc).

## **3. Location**

The selected candidates shall be posted in any of the Branches/Offices and liable to be transferred to any Branch/ Office of the Bank depending upon the administrative requirements.

## **4. Period on Probation**

The selected candidates will be on probation for a period of six months.

## **5. Service Level Agreement**

The selected candidates will be required to execute a Service Level Agreement upon joining the Bank undertaking to serve the Bank for minimum of 2 years or to pay the Bank a sum of ₹30,000/- as cost of training in case the candidate leaves the Bank before completion of the service period (subject to Banks approval and norms followed).

## 6. Roles and Responsibilities

- Front end customer facing role to meet the expected standards of external and internal customer service rendered by the Branch, by ensuring process standardization, timely service, inculcation of customer-centric culture and strong operational controls in accordance with the quality standards of the Bank.
- Customer Acquisition, Augmentation of Para Banking Income and assisting the team in achieving all the business targets of the Bank.
- Ensuring customer delight by personally attending the customers who visit the Branch and assisting them with the banking operations and functions.
- Providing financial solutions to customers to find an appropriate banking product as per their need/ requirement. To meet & exceed their expectations by offering assistance through cross- selling of banking and third party products.
- Handling retail operations of the Branch, e.g. sales and processing of liability and asset products, cash operations management (Receipts & Payments of Cash), front office management, issuance of demand draft, ATM cards, cheque books etc.
- Working towards achieving Business targets of the Branch as well as the assigned individual targets by continuously enhancing and upgrading the relationship with customers, meeting prospective customers & adding to the existing client base.
- Assisting in digital transformation by promoting various digital products offered by the Bank among the customers.
- Liaison with senior officials / peers at the Branch and ensure that the day to day operations of the Branch are well executed diligently.
- Adhering and complying with various audit & quality norms / standards of the Bank.
- Develop a learning culture for self and others by consistently updating with various policies of the Bank and trends emerging in the global financial market.
- Any other work allotted from time to time as per the administrative requirements of the Bank.