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| **Main Field** | **Sub Field** | **SPOC Remark** |
| **Job Description Title** |  | Customer Communication Officer |
| **Group Company** |  | HDFC Bank |
| **Role** |  | Customer Communication Officer |
| **Office Location** |  | Pan India |
| **Position Description** |  | Customer Communication Officer |
| **Years of experience** | From | 0 |
| To | 1 Year |
| **Primary Responsibilities** |  | 1)Complaints received to be actioned within stipulated TATs. 2) Ensure quality resolution along with end to end resolution for customer complaints / grievance.. 3) Ensure inputs provided from various channels on complaints cases are validated and correct feedback shared for each case with central CCM team. 4)Validation of voice recordings – Voice recordings to be validated on any complaint involving abusive call / mis-commitment. 5) All grievances against caller, fte, Agency to be shared with regional support teams for further investigations. 6) Ensure 100% adherence of call quality standards laid down for the unit. 7)Regularly highlight key complaint trend across locations to ensure correct actions are taken to address the same. and details. |
| **Additional Responsibilities** |  | Projects to be taken up in areas of customer satisfaction measurements, increased productivity, cost effectiveness, enhancement to quality/quantity of money collection. |
| **Reporting team** | Reporting Role | Officer - Customer complaints |
| Reporting Department | Customer complaints |
| **Educational qualifications preferred** | Category | Full Time (Preferable) |
| Field specialisation | Any |
| Degree | Graduate |
| Academic Score | Pass |
| Institution tier | Any |
| **Required Certification/s** |  |  |
| **Required Training/s** |  |  |
| **Required work experience** | Industry | Banking/NBFC Preferred |
| Role | MIS, PROCESS related work preferable from service industry. |
| **Preferred years of experience** | From | 0 |
| To | 1 Year |
| Key Performance Indicators | Preparation MIS ,Handling customer complaints etc |
| Required Competencies | Good Communication require |
| Required Knowledge | Comprehensive knowledge of the activities of the Retail Portfolio Management Unit would be an added advantage . |
| Required Skills | MS excel & good communication skills(Oral & Written) |
| **Required abilities** | Physical |  |
| **Other** |  |  |
| **Work Environment Details** |  |  |
| **Specific requirements** | Travel | NA |
| Vehicle | NA |
| Work Permit |  |
| **Other Details** | Pay Rate |  |
| Contract Types | Permanent |
| Time Constraints |  |
| Compliance Related | NA |
| Union Affiliation | No |