

BOB Financial Solutions Limited (BFSL, formerly known as BOBCARDS Ltd.) is a wholly owned subsidiary of Bank of Baroda and a Non-Deposit Accepting Non-Banking Finance Company (NBFC). BFSL was established in the year 1994 to cater to the need of rapidly growing credit card industry in a focused manner. BFSL is one among the pioneers in Indian card market and was the first nonbanking company in India to issue credit cards.

The Company's core business is credit card issuance and consumer lending. It also provides support to Bank of Baroda by carrying out its merchant acquiring operations and its debit cards operation for its overseas territories/ subsidiaries and sponsored RRBs. The Company is aiming to expand within Consumer Credit, Commercial Credit, Retail Credit, Capital Market Lending (loan against securities, IPO financing) and other Financial Services.

Position	Officer I – Customer Service
Role & Responsibilities	<p>This position would include the mentioned set of responsibilities but not limited to</p> <ul style="list-style-type: none"> • Process customer requests efficiently • Adhere to the internal & external policies and guidelines • Handle customer queries and complaints • Work with responsibility and accuracy within the defined TAT • Be an integral part of the Team and should have readiness to learn new things • Acquainted with the Credit Card Industry and the offerings of the peer • Need to effectively manage Vendors • Need to liaison with Internal and external customers
Job specific skills	<ul style="list-style-type: none"> • Effective Communication skills • Patient listener • Capable of Decision Making • Good Interpersonal Skill • Customer centric • Hard working • Basic know how of operating Computer (MS-Office)
Educational Qualifications	Graduate degree in any discipline, Post graduate degree will be an added advantage
Minimum Experience	2-3 Years in service Industry (Preferably Credit Cards)
CTC offered	Compensation will not be a limiting factor for the right candidate and will be discussed on a case by case basis.



Location of posting	Mumbai The candidate may be deputed to work with the team(s) within the organization / parent organization / any subsidiary of the parent organization if and as deemed necessary. Candidate is liable to be transferred to any other location in India
Maximum Age on the last date of Application	30 Years
Email to be sent to	careers@bobfinancial.com with subject as “Officer I – Customer Service”
Website	www.bobfinancial.com
Contact Number	022 - 4206 8547
Other Terms	<ul style="list-style-type: none">• It may please be noted that company is not bound to call all the applicants for interview. Only shortlisted candidates will be called for interview• In case of any modification in advertisement shall be updated only in Website.• The above recruitment may be scrapped at any stage of recruitment process without assigning any reasons.
Last Date for application	15 th November 2018