



Society Description

Andhra Pradesh Brahmin Co-operative Credit Society (ABC-CS) is a Government of Andhra Pradesh Undertaking established to cater to the Poor from the Brahmin Community. Andhra Pradesh Brahmin Co-Operative Credit Society Limited (ABC-CS) was registered on 31st October 2015 under Andhra Pradesh Co-operative Societies Act 1964.

Industry

- Co-operative Credit Society
- Credit/Lending Institution
- Micro-Credit Institution

Position

Job Title: Branch Manager

Experience: 3 to 5 years' experience in banking sector with at least 1 year in similar position

Job Function: To manage day to day functions of a branch of the society, customer interaction and providing timely and accurate solutions to the customers

Employment Type: Full Time Contract

Job Description

Summary

The role will be responsible for maintaining membership data and engage in membership drives in coordination with management, documentation, MIS and to engage with members, provide/offer information about all the products, gather participation from membership for various schemes. .This role is expected to apply advanced knowledge to take timely and accurate follow-ups with members and effective MIS consolidation.

Responsibilities

- Supervise the day to day operational functions of the branch including: vault and drawer balancing
- Overseeing teller and customer service duties and assisting customer transactions
- Approve customer and bank transactions within authority limits
- Perform pre-audits to identify & mitigate operational risk and to ensure ongoing adherence with compliance procedures
- Responsible for the general maintenance of the facility
- Ensure that all security procedures are strictly followed, branch is operationally sound, and satisfactory audits are achieved
- Collaborate in the hiring, training and retention of staff
- Supervise, coach and develop staff regarding service expectations, policies, procedures, products, systems and banking transactions.
- Facilitate regular employee meetings to discuss goals, disseminate information, discuss operational issues, etc.
- Maintain staff schedules to provide adequate coverage at all times
- Responsible for growing customer base, consumer and business relationships through internal and external marketing programs. Develop and grow business and consumer relationships.
- Managing difficult situations with customers and providing them with a resolution, information or additional options. Ensure quick and proper response.



Andhra Pradesh Brahmin Co-Operative Credit Society

Manager Hiring Profile

- Maintains the highest level of confidentiality.
- Perform as a team member in allocating and coordinating the work flow.
- Comply with all department and company and statutory policies, procedures and regulations.
- Other duties as assigned.

Desired Qualifications & Expertise

- Strong communication, analytical, problem solving, and decision making skills to effectively uncover and resolve complex customer and employee issues.
- Excellent interpersonal & customer service skills, attentiveness, information retention, tact and diplomacy in dealing with both customers and employees.
- Strong supervisory and leadership skills required to manage, motivate, and develop branch employees required.
- This position requires a perceptive person who is capable of relating to individuals at all levels. As unique situations present themselves, the incumbent must be sensitive to society needs, customer and employee goodwill, and the public image.
- Proven success in customer service and in development of strong customer relationships.
- Knowledge of all types of retail services, including consumer, business lending and credit administration.
- Ability to work in a fast-paced environment & under pressure as needed.
- The ability to make sound decisions. This may include making on-the-spot decisions regarding customer transactions; weighing customer satisfaction issues with the Society exposure to loss or fraud and the ability to think through and rationalize decisions.
- Detail oriented, strong organizational skills, and high degree of accuracy.
- Self-starter, ability to work independently.
- Competence with computers, Latest Electronic Gadgets and other office machinery.
- Bachelor of Commerce Preferably MBA (Banking).
- Eight to Ten years business services experience required with knowledge in banking and branch operations preferred.
- Prior managerial experience preferred.

Send in your resumes at careers.abccs@gmail.com

Last Date: 10th May 2017