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| **Job Description of Relationship Officer** | | | |
| **Job Role** | Business Operations | **Designation** | Relationship Officer |
| **Department** | Business operations | **Location** | Rajasthan |
| **Organizational Relationships** | | | |
| **Position reporting to** | Branch Manager | | |
| **No. of Direct Reports** | Individual Contributor | | |
| **Job Purpose** | | | |
| Role Involved acquisition of new client and servicing the existing client, Disbursement of loan and collection of installment from client. | | | |
| **Key Responsibilities** | | | |
| **Managerial Responsibilities**  **–** *Applicable for Team Handling roles.* | NA | | |
| NA | | |
| **Functional Responsibilities** | * Identification of prospective women members/ house hold in the operational area * Group formation. * Conduct Group formation and CGT for the group * Organize Group recognition test * Creating and maintaining strict center Credit Discipline. * Setting a good example for our clients by coming to monthly Center Meeting on time, and conducting the meeting according to the procedures laid down in the operations manual * To create customer awareness among themselves | | |
| **Job Requirements** | | | |
| **Qualifications** | 12th Pass & Graduate | | |
| **Experience** | Fresher/ Experience in MFI | | |
| **Functional Competencies** | Strong attention to detail and a mind for numbers | | |
| Customer servicing skills | | |
| **Behavioral Competencies** | Go Getter | | |
| Adaptability | | |
| Negotiation skills | | |
| **Key Interactions** | | | |
| **Internal** | | **Nature or purpose of interaction** | |
| Support Staff | | Day to Day operation work | |
| **External** | |  | |
| Client | | Disbursement of loan and collection of monthly  installment. | |