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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 monthlyinstallment. |