

JOB DESCRIPTION		
	Job Title: Deputy Manager –Customer Advisory	Band: 5B
Reporting To: Assistant Vice President	Incumbent:	Department: Customer Advisory Team
Supervising:	JD defined on:	Location: Gurgaon

KEY RESPONSIBILITIES:

- Maximize Paid to Applied Business in coordination with Issuance/underwriting team and finance
- Handling Centralized welcome calling Process.
- Reduction in Discrepancy ratio.
- WIP Management - GO actionable TAT, issuance TAT.
- Vendor Bill Management
- Manage Dashboards & Governance for field ops
- Field operation & HO coordination for field operation fulfillment support.
- Lead Employee engagement initiatives for CAT-ops

MEASURES OF SUCCESS:

- Paid to Applied Business $\geq 92\%$
- Ensure 100% welcoming calling on applied new business on time
- Minimize channel discrepancy ratio $< 5\%$
- Reduction in Business leakage $< 5\%$
- Improvement in Employee engagement score

QUALIFICATION & EXPERIENCE

- Graduate in any discipline.
- 5-7 years of experience in New Business.
- Life insurance experience is preferred

KNOWLEDGE & SKILL

- Excellent Inter-personnel skills
- High internal customer centricity
- Relationship building