

CAMPUS PLACEMENT DRIVE



Designation : Customer Service Officer
Eligibility : Only Post Graduates can apply
Salary : CTC 3.21 Lakhs PA



17th April (Online Test) | 18th April (HR Round)
Auditorium Career Point University, Hamirpur

For Selection Criteria & Eligibility Visit: www.cpuh.in or Call: 88947-18244, 94180-91079

**CAREER POINT
UNIVERSITY**
————— HAMIRPUR —————

Designation : Customer Service Office

Eligibility for applying:

- Only Post Graduates can apply.
- Age limit should not exceed 26 years.
- 55% and above in academics throughout.
- No Distance, Correspondence or Part Time Graduate/ PG Degree Holder allowed.

Steps for Qualifying:

- Online Test – 120 Questions (Math, English, Reasoning and Basic Computer, if cleared step 2).
- 3 Member Panel Interview & Final Selection

Job Description:

CSO is one of the integral positions in the Axis Bank Branch Operations Team. The role details are as under:

Role:Branch Banking: Customer Service Office

Designation:Assistant Manager

Location: Candidate should be willing to serve at any of the branches of the bank across Punjab State.

Major Responsibilities:

- Customer Service Officer - CSO is one of the integral positions in the Branch Operations Team.
- A CSO is primarily responsible for timely processing of bank transactions like funds transfer, Cheques, Opening of Accounts, reconciliation of office accounts, ensuring timely resolution of customer queries and improving customer service levels.
- A CSO is responsible for lead generation for Current Account and Savings Account - CASA to new customers and deepening of account balances for existing customers.
- The CSO conducts outbound marketing calls and scouts for new leads and referrals to generate business.
- He/ She ensures compliance to the bank's rules - internal guidelines, processes and procedures. He/ She is responsible for improving the Internal Audit Operational Efficiency score of the branch by timely completion of assigned tasks on continuous basis.
- He/ She is involved in protecting bank's property as per safety norms and ensuring ethical conduct in ordinary course of business.
- A CSO is also responsible for Cross Sell of third-party products (Life Insurance - LI, General Insurance - GI, Mutual Funds - MF, Debit/ Credit Cards, etc. to the existing customer base.
- A CSO is also provided with internal certifications in the areas of enhancing Knowledge about Bank's Products, Finacle system, Processes and Regulatory norms like Know Your Customer, Anti Money Laundering - AML, etc.
- He/ She should be open to relocation as the job is transferable in nature.