

| Position Vacant | Customer Experience Expert |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job Description / Responsibilities | <ul style="list-style-type: none"> ➤ Responsible creating client communications with inputs from other stakeholders. ➤ Helping other stake holders with creatives for online customer Engagement, platforms, product promotion ➤ Managing all social media channels for the company ➤ Responsible for tracking opening rate of communications and social media posts ➤ Responsible for managing the communication and social media campaigns in a stipulated budget ➤ One point contact for Campaign drive for BOBCAPS for various stake holders like product, digital, operation, compliance or IT ➤ Handling the customer service team ➤ Overseeing the content for core website ➤ Coordinating with the bank creative team ➤ Coordination with all stake holders and vendors |
| Job Specific Skills | Applicants should have – <ul style="list-style-type: none"> ➤ Considerable multi-tasking extreme attention to detail required, and pressure to meet deadlines. ➤ Working collaboratively and cross-departmentally ➤ Should be sales oriented ➤ Should have understanding of broking related rules and regulation ➤ Should have worked on social media platforms/ Agencies ➤ Should have understanding of SEO/SEM ➤ Sound understanding of designing /HTML/ Photoshop or other design tool ➤ Proven ability to develop and maintain effective relationships with internal and external stakeholders, community members, representatives of government offices etc. ➤ Prior work experience in Retail & Institutional Broking products and services, Wealth and Digital initiatives in Fintech and distribution of products etc. is a must. ➤ Preferred experience in banking/ securities business ➤ Strong analytical and strategic thinking with exceptional communication and problem solving skills. ➤ Strong writing, communication, presentation and interpersonal skills ➤ Ability to work independently with a high degree of initiative, discretion, and tact; ability to work under pressure ➤ Experience in handling MIS, Analytics/ Strategy and co-ordination across teams ➤ Expertise in MS-Office |
| Educational Qualification | Graduate, preferably MBA/ CA or equivalent from recognized Universities in India |
| Minimum Experience | 3-4 years minimum |
| CTC Offered | Compensation will not be limiting factor for the right candidate and will be discussed on a case by case basis. |
| Location of posting | Mumbai The candidate may be deputed to work with the team(s) with the organization / parent organization / any subsidiary of the parent organization if and as deemed necessary. |

| | |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| How to apply | Applications should be submitted to careers@bobcaps.in Please mention “ Application for the post of Customer Experience Expert ” in the subject. Applications with any other subject will not be accepted. |
| Website | www.bobcaps.in |
| Contact Person | Suchitra Bangera |
| Contact No. | 022-61389300 |
| Last Date for application | 07 th December 2021, by email at the above email id |