

Position Vacant	Retail broking Customer Service
Job Description / Responsibilities	<p><b>Job Description</b></p> <ol style="list-style-type: none"> <li>1. Handle inbound and outbound customer communications via phone, email. Sourcing &amp; deepening of relationships from existing customer base of customers</li> <li>2. Assist customers with product or service inquiries, order status, and account-related questions.</li> <li>3. Identify and troubleshoot customer issues efficiently and accurately.</li> <li>4. Follow up with customers to ensure their issues are resolved to their satisfaction.</li> <li>5. Maintain detailed and accurate records of customer interactions and transactions.</li> <li>6. Work closely with team members and other departments to resolve customer issues and improve processes.</li> <li>7. Participate in team meetings, training sessions, and continuous improvement initiatives.</li> </ol> <p><b><u>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</u></b></p> <p>Ensure achievement of customers satisfaction in respect of services and query resolution</p> <p>Establishing and Maintaining Interpersonal Relationships -- Developing constructive and cooperative working relationships with others, and maintaining them over time</p> <p>To understand and appreciate customers point of view and to build relationships with customers to ensure positive and mutually satisfying interactions</p>

Job specific skills	<ul style="list-style-type: none"> <li>○ Should have sound understanding of capital markets.</li> <li>○ 3+ years' experience in Operations/ Customer Service. Call Centre experience is an added benefit</li> <li>○ Knowledge of equity markets/ capital markets, Knowledge of regulatory compliance</li> <li>○ Working knowledge of Back office softwares</li> <li>○ Strong skills in Microsoft Office (Excel, Word) are an added advantage.</li> </ul>
Educational Qualification	Graduate in any discipline
Minimum Experience	3+ Years
CTC OFFERED	Compensation will not be a limiting factor for the right candidate and will be discussed on a case-by-case basis.
Location of posting	<p>Mumbai</p> <p>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.</p>
Email to be sent to	<p>Applications should be submitted on our email <a href="mailto:careers@bobcaps.in">careers@bobcaps.in</a></p> <p>Please mention <b><u>"Application for the post of Customer Service"</u></b> in the subject. Applications with any other subject will not be accepted.</p>
Website	<a href="http://www.bobcaps.in">www.bobcaps.in</a>
Contact Person	Ms. Namrata Raul
Contact No.	022 – 61389300
Last Date for application by email	30 <sup>th</sup> January 2025