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| **Position** |  **AVP – Retail Broking (Call N Trade)**  |
| Job Description /Responsibilities | * Responsible to handle the Call & Trade (C&T) team and NRI desk
* Responsible for revenue generation through C&T terminal and NRI Desks
* Responsible for Activation of new dormant clients and retention of existing clients
* Responsible of all compliances related to dealing with clients
* Call recording management
* Build a quality control and audit mechanism to ensure high quality customer satisfaction
* Make executable plans to improve the productivity of C&T & NRI teams.
* Responsible for Hiring, Incentive planning, training, attrition management for C&T team
* Ensure that there is regulatory compliance trading related activities
* Actively involved in the interpretation and end to end implementation of circulars and regulations issued by the stock exchanges and SEBI related to Trading.
* Enhance supervision of team working and reporting on daily basis
* Manage MIS for entire Call & Trade Division
* Prefer dissemination of Technical Research within Team
* Regular Training & each team member for updation of markets.
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| Job specific skills | * Knowledge on Regulatory requirements, CRM & MIS
* Be well attuned towards digitization; should come with a technology mind set and think innovatively how to use tech for efficient customer service & trading activities in Retail Broking.
* Should Have successfully led &managed a team of call & trade equity dealer for revenue achievement targets
* Strong understanding of Online and digital broking industry practices
* Strong understanding of Stock Exchanges & SEBI Regulations related to retail broking
* Strong growth mind-set to lead and motivate the team in order to achieve higher activations & trading values.
* Knowledge of all call N trade processes
* Candidate should be able to demonstrate management of large-scale call centers (In House and vendor) with diverse processes
* Excellent communication & presentation skills to communicate with customers and other-stake holders
* Be a self-starter, proactive & target oriented with desire to achieve higher goals.
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| ducational Qualification | Graduate/Postgraduate from recognized Universities. |
| Min. Experience |  Minimum 10 Years  |
| 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 |
| How to Apply | Applications should be submitted on our email careers@bobcaps.inPlease mention “Application for the post of **AVP – Retail Broking (Call N Trade**) in the subject. Applications with any other subject will not be accepted. |
| Website | [www.bobcaps.in](http://www.bobcaps.in/) |