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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. |
| 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.in](mailto:careers@bobcaps.in)  Please 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/) |