



Head Office, Catholic Bank Bldg., Papdy Naka, Vasai (W) – 401207.

Bassein Catholic Co-operative Bank Ltd. is a leading Scheduled Co-operative Bank holding AD-1 License for Forex Business, having 64 Branches and with Business Mix of around Rs. 12000 Crores.

We believe that the ultimate identity and success of our Bank resides in the exceptional quality of our people and their extraordinary efforts. For this reason, we are committed to hiring, developing, motivating and retaining the best people in the industry.

Our 100 plus year old Bank is looking to hire talented and ambitious individuals for the following post:

CUSTOMER SERVICE EXECUTIVE(CSE) – MARKETING & OPERATIONS

Eligibility Criteria -

No. of posts:	<p><u>Open Category:</u> 150 vacancies</p> <p><u>Special Category (Physically Challenged):</u> 15 vacancies</p>
Educational Qualification (Open & Special Category)	Must be Graduate in any stream preferably from Mumbai University.
Age Limit (Open & Special Category) (Eligibility as on 31 st December 2021)	Not above 32 years
Additional Criteria's for General Category:	<ul style="list-style-type: none"> - Banking experience is mandatory. - Adequate knowledge of computer applications. - Must be fluent in Marathi, English & Hindi.
Additional Criteria's for Special Category:	<ul style="list-style-type: none"> - Candidate should hold a valid disability certificate upto 50% disability. - Candidate should mention the details of disability in the resume. - Candidate should submit the handicap certificate at the time of interview.

General Information:

- 1- Your candidature will be shortlisted based on the information supplied by you in your application and otherwise. It will be null and void if a material error is discovered at any time or any other information received is not found to the satisfaction of the Bank.
- 2- You will be further shortlisted based on your performance in the Banking Online Exam.
- 3- Candidate applying in Open Category should be willing to relocate to any location where a requirement arises.
- 4- The Bank will have discretion to reject any application without assigning any reason and no correspondence in this regard will be entertained.
- 5- Decisions of the Bank in all matters regarding eligibility, conduct of interview, other tests and selection would be final and binding on all candidates. No correspondence will be entertained by the Bank in this regard.
- 6- Appointment of selected candidate is subject to his/her being declared medically fit & positive background verification as per the requirement of Bank.

Interested candidates fulfilling the eligibility criteria may apply online by uploading their resume on [Career](http://www.bccb.co.in) Page on Bank's website: www.bccb.co.in by **13th February 2022**.

Acting Chief Executive Officer
Bassein Catholic Co-operative Bank Ltd. (Scheduled Bank) Head Office, Catholic Bank
Building, Papy, Vasai (W) – 401207.

Salary Grading Pattern for Customer Service Executive – Marketing & Operations:

1st year on joining:

Designation: Customer Service Executive – Marketing & Operations

Salary:Rs.15,000/- net in hand salary per month exclusive of benefits & perks (*).

2nd year of joining:

Designation: Customer Service Executive - Marketing & Operations

Salary:Rs.18,000/- net in hand salary per month exclusive of benefits & perks (*).

3rd year of joining:

Designation: Junior Officer - Marketing & Operations

Salary:Rs.30,000/- net in hand salary per month exclusive of benefits & perks (*).

Further salary gradation is as per the policy of the Bank.

()Benefits & Perks include:* LTA, Medical Allowance, Ex-Gratia (subject to employee & Bank's performance), medical benefits & other benefits as applicable for the Grade and policy of the Bank.

Probation Period for Customer Service Executive - Marketing & Operations is 1 Year (subject to performance evaluation).

Responsibilities of the Customer Service Executive (CSE) Staff:

The Customer Service Executive shall perform following duties:

1. Assist in supplementary checking.
2. Issue of Cheque Books
3. Filling / Voucher sorting
4. Assist customers in locker operation
5. Assist in canvassing of deposits by allotting areas for getting low cost deposits
6. Assist in recovery procedure including visits to defaulters in respect of overdue accounts, as allotted, as well as follow-up on the overdue accounts
7. Assist in unit inspection
8. Checking of soiled and torn notes for depositing with RBI
9. Assisting customers in operation of ATMs
10. Collection of cheques
11. Issue of FD Receipts (after authorization of the officer) to customers under acknowledgement.
12. Bringing cash from other banks or the currency chest accompanied by an officer
13. Lobby Sales Management, including queue handling.
14. Carrying out marketing of Bank's products & services.
15. Generate sales references for liability and asset products
16. Generate leads for third party products
17. Ask for feedback from customers
18. Promote all direct banking channels and ensuring that the customer is utilizing them.
19. Scan signatures
20. Hotmark ATM / Debit cards
21. Guide the customer for filling up loan account forms.
22. Assist in basic documentation of overdraft against deposits / loans. (Standard formats available at branches to be filled up)
23. Prepare Branch note for overdraft against deposit / loans
24. Scrutinize insurance policies submitted by clients, for verification of spelling mistakes, address, coverage, amounts, etc.
25. Perform basic Locker operations, data entry, operational aspects like allotment of lockers, rent recovery, surrender of lockers.
26. Basic Demat data entry.
27. On line trading data entry
28. Call up customers of value build up
29. Call up clients regularly
30. Upload salary files, RTGS / NEFT files of clients
31. Input online request of Cheque book in the genius software
32. Any other work to be assigned by the Management.

The above list of work is indicative not exhaustive.