

JOB DESCRIPTION



Job Title- State Head Reporting - Business Head

Job responsibilities:

- Develop and review goals based on objectives set by the management and communicate it to the team.
- Create and maintain an atmosphere in which employees willingly produce at maximum capacity.
- Monitor the client relations and payment schedule.
- Design Products suitable to market and client's requirement in coordination and supervision of Head – MSME.
- Study competitor and do product benchmarking.
- Maintain and manage the cordial relationship with stakeholders through client servicing.
- Target setting for individual sales officers as well as the branch and monitoring achievement rates
- Business plan preparation for the branch with regular performance tracking

Collection:

- Monitor repayment process & delinquency trends at Branch
- Ensure the collections target for the branch are met on an on-going basis

Team management:

- Manage the branch team in an effective manner resulting in employee satisfaction
- Track the performance of team members and evaluate the same on a periodic basis and mentor the team by providing constructive feedback
- Ensure that the branch team members adhere to the values of the company and are punctual and disciplined
- Ensure that the team works as a cohesive unit and deliver superior customer experience.
- Address any concerns that the staff may have with respect to work environment and ensure a safe and healthy working environment for the team

Public Relations:

- Develop working relationships with other Organizations within the business community
- Personally and officially represent the company to the business community during meetings or events
- Build a positive image of the company

Marketing:

- Prepare and present annual, quarterly and monthly marketing plans with strategies, promotion mix and negotiate with management the budget for the same.
- Implement the marketing plan selecting best possible media vehicle while optimizing the cost and benefits within the approved budget
- Review and analyze the marketing efforts and make necessary changes in the future plans

Human Resources:

- Suggest improvement and redesigning of organization structure based on business requirement
- Assign employee responsibilities and maintain job descriptions
- Develop performance standards and communicate the Key Performance/Result Areas (KPA/ KRA) & Key Performance Indicators (KPIs)
- Ensure and Supervise ongoing Training
- Provide opportunities for employee advancement and career growth
- Take measures to retain the best talents in the company

Competencies:

- Innovation Led Transformation.
- Result Orientation with Execution excellence.
- Customer Focus
- Determination
- Accuracy
- Integrity