

Job Description

Position Title: Relationship Officer

Eligibility Criteria

- Graduate in any discipline (**Engineers & MBA, B Sc Agriculture and M Sc Agriculture not eligible**) Distance Learning MBA allowed
- Freshers allowed, Work-experience not mandatory
- Less than 26 years of age

Reporting To: Branch Sales Manager/ Branch Manager

Purpose of the Job

A Relationship Officer Role is a Client facing role. The Relationship officers are responsible for the first level of customer interaction. They are responsible for creating new client relationships as well as deepening our relationships with the existing clients by offering them other financial products.

Job Responsibilities

- Relationship Officers will be required to
 - acquire Current Account & Saving Account (CASA)
 - sell other products of the bank – Fixed deposit, Insurance, Mutual Fund, Demat
- Kinds of activities to be done
 - Generate prospective customer base
 - Cold calling in person and telecalling on phone
 - Outdoor field activities at ATM, Apartments, Societies, Community Centres, Parks, Business Centers, Market Place etc.
 - Get appointments with prospective customers & convert them into Bank customers
 - Meeting customers at work place / home
- Cross sell new products
- Follow the various internal guidelines and procedures of the bank
- Resolve customer queries/issues and facilitate customer service
- Achieving the monthly sales targets, assigned to him/her, for various products and services

Grade: Officer

Locations: Nearby as per ICICI Bank requirement

CTC: upto 2.02 Lacs depending on location + mediclaim benefit + Incentive + reimbursements

Key Competencies Required

Relationship Officer should be passionate and socially confident to meet new people, he must be able to make repeated attempts and try new ways to work. Should have helping attitude and keeps commitments and focus on completion of task.

**Placement Cell
SOL, DU**