

Customer Relationship Executive - Affordable Housing Finance / Home Loans

Business Vertical: Housing Finance	Department: Sales	Designation: Customer Relationship Executive
Line of Business: Affordable Housing Finance	Proposed Immediate Superior:	Grade: CRE
Key Objective of the Job: <ul style="list-style-type: none"> • Achieving business targets as laid down by acquiring new client relationships and maintaining them • Proactively understanding customer needs and cross- selling multiple products as per the requirements • Should adhere to all policies and guidelines for lead generation as well as closures • Execute all activities / campaigns as planned by the respective branch manager / sales manager • Daily completion and submission of sales reports to the superiors • Displaying customer centricity by executing all customer interface processes within defined timelines 		
Major Deliverables: <ul style="list-style-type: none"> • Meet & exceed business targets in terms of profitability, optimum product mix and quality of sourcing • Should prove to be the one-point contact for all financial needs for his/ her customer • Zero error in adherence to policies and systems as specified • Quality of files sourced should be as per specified guidelines • Forging targeted number of client relationships within the agreed timelines • Meet & exceed customer acquisition targets • Ensuring zero delinquency in 30DPD • Meeting sales targets for the various products in the assigned territory • Ensuring the customer satisfaction matrix is met for all client relationships • Timely MIS reporting to all concerned. • Clear the certification examination within specified timelines 		
Specialized job competencies: <ul style="list-style-type: none"> • Knowledge about all financial products like Home Loans, Mortgages • Knowledge about statutory compliance & local market procedures • Knowledge of local customer preferences, geographic nuances and finance peculiarities. • Should depict customer centricity in daily behavior • Excellent communication and presentation skills – Should be able to talk and convince the customer both internal and external 		
Educational Qualification: <ul style="list-style-type: none"> • Any Graduate 		
Desired Experience: <ul style="list-style-type: none"> • Minimum 6 months -2 years' experience in direct Channel /Home Loan / Affordable Housing Finance sales 		
Location:		
Number of Positions: Mentioned on mail		