

Company profile: Capital First (CFL) is a systemically important NBFC with record of consistent growth & profitability and focus on MSME financing. Warburg Pincus, global Private Equity player, has majority stake (+65%) in CFL. The company is led by a dynamic leader, Mr. V. Vaidyanathan as CMD who joined CFL from ICICI Prudential where he was the MD and CEO. CFL has total loan assets under management of Rs. 180 bn and presence covering ~222 towns in India. For further details please visit our website www.capfirst.com

1. The “**Fastest growing NBFC in India**”.
2. Company is **AA+ rated** by the top rating companies.
3. Dun & Bradstreet and BT has included us in the premier league of **TOP 500 Companies** in India.

Job Title	Customer Service Officer
Job Grade	Graduate Trainee
Department	Customer Service
CTC Range	INR 3.45 Lakhs (3 Lakhs Fixed + Indicative Performance Bonus and Variables)
Reporting To	Customer Service Manager
Experience	0-1 year
Qualification	Graduate
Locations	Multiple Locations
Job Description	<ul style="list-style-type: none"> • Handling walk in customers at the Branch. • To attend the queries & requests of all Loan (HE/HL, BIL, TW, CD and PL) customers and resolve them to the customer's satisfaction. • Retention of Home loan and LAP customers by who want to foreclose their account, move to competition etc. • To identify and convert the opportunities for cross selling (PL etc) to walk in customers. • Ensure customer “delight” and consistent service experience, including timely resolution of customer queries/issues. • Ensure adherence to time schedules (Turn Around Time) • Update queries and requests on SFDC. • Adherence to Information Security norms and quality process norms. • To be aware of and comply with any updates about the process. • Act on the feedback given by Team Leader/Team Coach or Quality or on the coaching provided to the team as guidelines for improving performance. • Provide inputs to improve work procedures that can enhance overall team performance.
Desired Candidate profile	<p>At CFL the following traits defining potential & other criteria play an important role.</p> <p>Communication Skills: Promotes a free and timely flow of high-quality information between self and others and across the organization. Encourages the open expression of ideas and opinions. Attentively and accurately listens to others.</p> <p>Interpersonal & Team Management: Establishes relationships and enhances the levels of cooperation, collaboration, and trust that exist between people, interacting with others personally, competently, and effectively. Establishes relationships inside and outside of the organization on opportunities to create value. Demonstrates and fosters a sense of urgency, a “can-do” spirit, a sense of optimism, ownership, and strong commitment to achieving goals and organizational success.</p> <p>Agility: Responds resourcefully, flexibly, and positively when faced with new challenges and demands. Willingly and effectively deals with the stress and complexities of various situations. Moves forward productively under conditions of change or uncertainty. Leverages fresh perspective, breakthrough ideas, and new paradigms to create value in the market.</p> <p>Execution: Manages work and work performance, holding self accountable for</p>

effectively and efficiently completing work responsibilities.

Ambition & Drive : Works to achieve results. Meets and exceeds goals, acts on opportunities to create value. Demonstrates and fosters a sense of urgency, a “can-do” spirit, a sense of optimism, ownership, and strong commitment to achieving goals and organizational success.