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| **Job Position** | Manager Alternate Channel |
| **Department** | Sales |
| **Location** |  |
| **Reports to** | Area Sales Manager |
| **Grade** |  |
| **Purpose of the role** | 1. To determine, enforce, and expand new value additions for the organization.
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| **Responsibilities** | 1. To create sales, marketing strategies and campaigns for clients and undertake all duties necessary to deliver such strategies and sales objectives
2. To manage all aspects of print production, receipt and distribution.
3. To analyze potential strategic partner relationships for product lines.
4. To sale of company products and services to the right market.
5. To explore ways of improving existing products and services and increase profitability.
6. To formulate annual and gross-profit plans by forecasting annual sales quotas for regions
7. 0-12 MOB and even 13-24 MOB or more bounce cases collections with focus and efforts on 100% collections efficiency. It will be communicated to employee as per requirement of the organization from time to time.
8. Focus on digitization and support all the initiatives related to sales and even other processes digitization.
9. Cash management to be done as per SHDFC policy with full integrity.
10. Focus on overall performance by keeping branch balance score card into mind and ensure the support and contribution to have overall performance.
11. To create new DSAs and if required manage the existing relationships of DSAs / Corporate DSAs / Lead Partners – This will be communicated and advised basis requirement of business by your seniors / HOD.
12. Affordable housing builders / brokers tie-ups and manage the relationship to generate quality home loan leads.
13. Keep updating with latest SHDFC policy, product, pricing and process to ensure better results.
14. Keep sharing competition details and feedback to seniors / HOD.
15. Ensure to share the true and accurate information about the customer, property, seller etc. to ensure transparent practices.
16. Lead management, WIP files tracking, Reject Review, SUD files tracking, Timely part disbursements or new disbursements, timely transaction and cheque release of customers and also support for timely PDD collection.
17. Resolve the instrument not available cases within timelines
18. Work as per First Time Right (FTR) from Login to Disbursement for good customer service and best possible TAT.
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| **Competencies** | 1. Excellent Selling and Persuasion skills with confidence to engage customers.
2. Good Communication skills.
3. Language - English, Regional Language and Hindi desirable
4. Computer literate – Word / Excel / e-mail / Web based system
5. Pleasant & well-groomed personality.
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| **Experience** | Minimum 3 – 7 years in sales preferably in financial services |
| **Qualification** | Graduate/Postgraduate |
| **Age & Social Profile** | 25-30 years, Male/Female |
| **Sourcing (Industry)** | Home loans, mortgage loans, loan against property. |