

ARKA JAIN UNIVERSITY
TRAINING & PLACEMENT DEPARTMENT

PLACEMENT OPPORTUNITY : BANK OF AMERICA

NOTICE NO. : AJU/T&P/UG/0057/19-20

DATE : 14-10-2020

Company Name : **BANK OF AMERICA**

ABOUT COMPANY :

BANK OF AMERICA is one of the world's leading financial institutions, serving individual consumers, small and middle-market businesses and large corporations with a full range of banking, investing, asset management and other financial and risk management products and services. They are committed to attracting and retaining top talent across the globe to ensure their continued success. Along with taking care of their customers, **they also want to be the best place for people to work and aim at creating a work environment where all employees have the opportunity to achieve their goals.**

They are a part of the Global Business Services which delivers technology and operations capabilities to Bank of America lines of business (LOB) and enterprise functions.

Their employees help their customers and clients at every stage of their financial lives, helping them connect to what matters most. This purpose defines and unites them. **Every day, they are focused on delivering value, convenience, expertise and innovation for individuals, businesses and institutional investors they serve worldwide.**

** BA Continuum is a nonbank subsidiary of Bank of America, part of Global Business Services in the bank.*

PROCESS OVERVIEW :

Global Workforce Management (GWFM) is responsible for creating and maintaining the contact center associates' schedules within Workforce scheduling system (NICE WFM) to reflect accurate intraday and real-time staffing levels. **The team supports various Lines of Business – Retail Deposits & Card, Fraud & Claims, Home Loans, National Solutions Services (NSS), Preferred Service & Sales, Small Business & Automated Teller Assist (ATA).** Associates contact GWFM Team via Attendance Line for same day absenteeism requests and Agent Webstation for schedule change requests. **Managers and Team Leaders interact with the GWFM Team via Manager Support phone line, Touch Commerce chat platform or Sharepoint channels to co-ordinate schedule updates.**

JOB DESCRIPTION :

Designation : **Workforce Management Associate**

On a day to day basis, a WFM associate supports the CS&S and non-CS&S lines of business by executing transactional and analytical workload in a shared, virtual environment. The transactional support team ensures timely and accurate updating of Workforce systems to reflect real-time staffing levels. **LOB managers interact with the WF team via the phone, text chat & associates via agent web station.** Associates contact with the WF team is limited to the phone channel / e-mail channel for purposes of reporting unplanned absences.

RESPONSIBILITIES :

1. Exception Entry
2. Expedited schedule change request (through Toll Free Number or Live Chat)
3. Adjusting new hire schedules on IEX
4. Vacation Maintenance / Cancellation or Changes on Schedules (requests made by TLs)
5. Agent Web Station request processing (approval / denial), schedule change escalation (via web chat / Toll Free Number)
6. Workforce Centre SharePoint forms request processing
7. Deliver on all the CTQs

REQUIREMENTS :

Course Eligible : BCOM, BBA, BA, BSC IT, BCA (Passing Year 2020)

Gender Eligible : Both Male & Female

Mandatory skills :

1. Ability to communicate and interact at all levels
2. Consistently produce error-free work
3. **Ability to handle multi tasks in a high volume production environment**
4. Ability to meet deadlines
5. Good team player
6. Produce high quality work while paying strict attention to detail
7. **Willing to work in a 24*7 environment**
8. Excellent organisation and decision making skills

Desired skills :

1. Knowledge of IEX Tool
2. Familiar with the Live Chat tool

WORK TIMINGS :

Process Timings : Any 9 Hours Shift in between Evening 15:30 TO Morning 07:30

Shift Type (Fixed) : Rotational

Weekends off (Y/N) : No

Note : Student should be ready to work in rotational shifts including night Shift.

JOB LOCATION : Gurgaon, India

SELECTION PROCESS :

1. Shortlisting of Resumes by HR
2. HR Screening (Telephonic Round)
3. Aptitude Test
4. Video Conferencing Round (1 on 1)

SALARY PACKAGE : CTC INR 3 Lacs per Annum

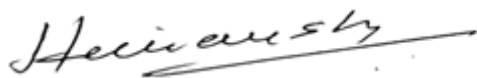
PROCESS OF REGISTRATION :

1. Interested students need to click on the below link or copy/paste the link on Google Chrome (or any other Web Browser) to fill all their details in the provided Google form and should submit to register successfully.

<https://forms.gle/DBoUXqRWZd2bu5oe9>

2. Please note that only those students who successfully submit their details will be applicable further.
3. The form can be submitted only once, thus please be cautious while filling up the form.
4. The Resume File name should be student's own name.
5. Registration deadline for Nomination is till **02:00 PM, 16th October 2020**.
6. One student can Register only once, thus be cautious while registering.
7. **Please Note : The Registration process will automatically turn off after the provided deadline.**

Sd/-



HEAD – TRAINING & PLACEMENTS

Disclaimer : The information mentioned above is as shared by the employer. The institution will not be responsible for any deviation.