

ARKA JAIN UNIVERSITY

TRAINING & PLACEMENT DEPARTMENT

PLACEMENT OPPORTUNITY@ IDFC FIRST BANK

NOTICE NO.: AJU/T&P/PG/0073/22-23

DATE: 10/06/2023

NAME OF COMPANY: IDFC First Bank

NAME OF PAYROLL COMPANY: IDFC First Bank

Registration will close at 11:59 pm, 12th June 2023

COMPANY PROFILE:

IDFC First Bank is India's leading private bank with presence all over India. One of the fastest growing and profitable bank.

IDFC Limited was set up in 1997 to finance infrastructure projects in India. It diversified into investment banking and institutional securities (2007), Mutual Funds (2008), Infrastructure Debt Fund (2015). In 2014, the Reserve Bank of India granted in-principle approval to IDFC Limited to set up a new bank in the private sector. Following this, the IDFC Limited divested its infrastructure finance assets and liabilities to a new entity - IDFC Bank.

WEBSITE: <https://www.idfcfirstbank.com>

JOB PROFILE: Customer Service & Engagement role

JOB RESPONSIBILITIES:

- The Selected candidate will be required to provide excellent customer service and to promote customer centricity in the organization by improving customer service experience, engaging customers and facilitating organic growth.
- Take ownership of customers' issues and follow problems through to resolution.
- Set a clear mission of enhancing Service quality and deploy strategies focused towards that mission by keeping ahead of industry's developments and apply best practices to areas of improvement.
- Improving IDFC First Bank brand image on complaints and grievance handling mechanism
- The goal is to enhance Service quality and the level of Customer focus in the organization.
- To provide best in class service to its customers to increase Customer satisfaction, loyalty and retention.

REQUISITE QUALIFICATION:

- Post-Graduate qualification preferred.
- Excellent written and verbal communication skills and an eye for detail.
- Must be comfortable working with a variety of technology systems. Active online presence and familiarity with social media sites (Twitter, LinkedIn, Facebook etc.).
- Must possess a soft calm personality to handle escalations and irritable customers

REMUNERATION OFFERED: CTC - INR 2.5 LPA to 3 LPA + variables**JOB LOCATION: Hyderabad****ELIGIBILITY: MBA****PASSING YEAR: 2023****TENTATIVE DATE OF JOINING: Immediate****PROCESS OF REGISTRATION:**

01. 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/tArjHpANN1DzHd4U9>

02. Students registered with the T&P Department for placements are only eligible.
03. Please note that it is mandatory to submit the above form to nominate successfully.
04. The form can be submitted only once, thus please be cautious while filling up the form.
05. The Resume File name must be the student's own name.
06. **Registration will close at 11:59 pm, 12th JUNE 2023.**
07. One student can Register only once, thus be cautious while registering.
08. Please Note: The Registration process will automatically turn off after the provided deadline.
09. You are advised to read & understand the disclaimer below before applying for this opportunity.
10. For queries you may write a mail to placements@arkajainuniversity.ac.in.

Sd/-



HEAD – TRAINING & PLACEMENTS

Disclaimer: The above Notice is based on the information as shared by the employer. The employer reserves the right to change or modify the afore-mentioned job details without any prior information. The Training & Placement Department and the University will not be responsible for any deviation. Nominating or applying for the vacancy/job profile indicates your agreement to all the Terms & Conditions/Training & Placement Department Placement Policy, in these terms, as modified from time to time. Therefore students are strictly advised to read clearly & understand the Placement Policy

(Procedural & Behavioral both) laid by the AJU Training & Placement Department, before applying for the above-mentioned profile.