

Job code: CS 001



**Position:** Manager

**Department:** Customer Service

**Location:** Mumbai

**Primary Responsibility**

Supervision of routing activities, conceptualization of new ideas and their Execution for improving client retention and increasing their satisfaction.

**Role Responsibilities**

- Supervision of daily activities such as commercial transactions, month end MIS, compliance with regulations, etc
- Identifying gaps in services and processes and re-engineering them
- Conceptualizing new ideas and implementation of such projects in terms of customer communication, etc

**Desired Profile and Skills**

- Ability to conceive new ideas or projects
- Being able to think through the steps or processes for implementation
- Having the dedication and discipline to implement the processes and overcoming periodic obstacles
- Able to supervise routine activities by implementing required MIS
- Identifying opportunities from this MIS and following them through

**Job Reporting**

- Head of Customer Service and Chief of Operations
- With sales personnel

**Primary External Interaction**

- With R&T agent
- With distributors
- With Investors

**Qualification & Experience**

- Management Graduate with 4-5 years of experience
- Experience of working on projects in an operations function
- Experience of working on a particular process for a significant time
- Experience in any financial services industry
- Good personality and friendly disposition is a must
- Good verbal and written communication skills are important
- Learning ability
- Proven ability of leading graduates in a process environment. Should have at least 2-3 direct reports.

Interested candidates e-mail your resume with job code and position in the subject line to [careers@taurusmutualfund.com](mailto:careers@taurusmutualfund.com)