

## **JOB DESCRIPTION**

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Job Title:	Customer Care Executive (CCE)
No. of position:	1 (One) (North Region)
Location:	Anywhere in India
Reporting to:	Team Lead, Customer Grievance Redressal Mechanism (CGRM)
Job Type:	Contractual for 1 year (with the possibility of Extension)
Last Date to Apply:	11 <sup>th</sup> August 2024

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### **1. About MFIN**

Microfinance Industry Network (MFIN) is the premier industry association for the microfinance industry and a Self-Regulatory Organization (SRO) for the NBFC-MFIs. MFIN works with a broader financial inclusion ecosystem to ensure that its member NBFC-MFIs and the microfinance industry can optimize their potential to achieve the financial inclusion agenda. For more information [www.mfinindia.org](http://www.mfinindia.org)

### **2. Background of Customer Grievance Redressal Mechanism (CGRM)**

Under its SRO function, as a mandate from the Reserve Bank of India, MFIN also has a Customer Grievance Redressal Mechanism (CGRM) for the customers of member NBFC-MFIs. NBFC-MFI is the first level for customer to approach for the resolution of complaint. If the customer is not satisfied with the resolution provided, he/she can approach RBI. Customer can also approach MFIN for the resolution of complaint.

The grievance redressal mechanism for the customer of NBFC-MFIs' was operationalized in July 2015 through a CGRM number at MFIN. MFIN's CGRM gives customers of MFIN-member NBFC-MFIs, an easy-no-cost access to the SRO to seek support in addressing their grievances. Currently MFIN CGRM covers 12 languages including Hindi and English through 6 Customer Care Executives (CCEs).

### **3. Job description**

For its CGRM work, MFIN is urgently looking for motivated, enthusiastic, and self-driven individuals to fill the position of Customer Care Executives (CCE) for the North region. The candidate can be based anywhere in India and has the flexibility to work from home, with few travels to office, as required and entails following responsibilities:

#### **3.1 Handling MFIN CGRM**

- Receiving and responding to all customer inquiries/queries received through calls as per defined guidelines.
- Handling and responding to customer concerns and grievances as per defined protocol.
- Maintaining Management Information System (MIS) for all the calls (queries/complaints) as per standard formats.
- Preparing periodic reports.
- Making outbound calls to assess customer satisfaction with the resolution provided.
- Taking required actions on customer feedback.
- Any other task as required by MFIN.

### 3.2 Data management and analysis

- Collating quarterly CGRM data submitted by member NBFC-MFIs on CGRM including quality checks.
- Analysing CGRM related data.

### 4. Requirement

- Graduate in any discipline
- **Excellent proficiency is must for Hindi and English languages with sound written and oral skills.** Ability to communicate in other regional languages will be an added advantage.
- 1-3 years of professional work experience in customer service industry particularly in the financial services sector.
- Basic computer skills (MS Office, browsing, e-mail etc.). An advance level skill in MS-Excel is desirable.
- Ability to work independently, and diligently with sincerity.
- Capacity to multi-task and prioritize the workload.

### 5. How to Apply

Please submit your resume (maximum 2 pages) to [hr@mfinindia.org](mailto:hr@mfinindia.org) by **11<sup>th</sup> August 2024**. The subject line of the e-mail should mention "**Resume for Customer Care Executive – Northern Region**". It is mandatory to include current/last salary, language proficiency, preferred location, and tentative time of joining in the resume.