



BOB Financial Solutions Limited (BFSL, formerly known as BOBCARDS Ltd.) is a wholly owned subsidiary of Bank of Baroda and a Non-Deposit Accepting Non-Banking Finance Company (NBFC). BFSL was established in the year 1994 to cater to the need of rapidly growing credit card industry in a focused manner. BFSL is one among the pioneers in Indian card market and was the first nonbanking company in India to issue credit cards.

The Company's core business is credit card issuance and consumer lending. It also provides support to Bank of Baroda by carrying out its merchant acquiring operations and its debit cards operation for its overseas territories/ subsidiaries and sponsored RRBs. The Company is aiming to expand within Consumer Credit, Commercial Credit, Retail Credit, Capital Market Lending (loan against securities, IPO financing) and other Financial Services.

Position	Partner Manager- Customer Service
Role & Responsibilities	Key highlights of the role are listed below (purely indicative and not limiting): <ul style="list-style-type: none">• Self-motivated Vendor Relationship Manager adept at managing and negotiating vendor contracts. Incumbent should have working experience in managing vendor performance for operational processes in financial services industry relating to Customer Services including call centre and back office operations.• Wide range of experience with selecting vendors and managing relationships. Good knowledge of accounting and financial aspects of vendor management. Comprehensive understanding of identifying client/customer needs.• Adept at defining performance indicators and managing them using scorecards.• Familiar with basic technology relating to retail products.• Good communications analytical thinking and problem-solving skills• Initiate and manage and sustain good vendor relationships.• Coordinate with vendors and resolve issues..• Review contacted work performance and billings by vendors..• Monitor all aspects of vendor work and ensure that contract deadlines are met.• Resolve vendor disputes in a timely and professional manner..• Administer vendor contracts and participate in contract renewal negotiations.
Job specific skills	Applicants should possess the following attributes: <ul style="list-style-type: none">• Excellent attention to detail• Good communication skills & command over English• Computer skills viz MS Office• Good Interpersonal skills
Educational Qualifications	Graduate preferably with a Management Diploma



Minimum Experience	6-7 Years as on last date of receipt of application
CTC offered	Compensation will not be a limiting factor for the right candidate and will be discussed on a case by case basis.
Location of posting	Mumbai The candidate may be deputed to work with the team(s) within the organization / parent organization / any subsidiary of the parent organization if and as deemed necessary. Candidate is liable to be transferred to any other location in India
Maximum Age on the last date of application	40 Years as on date of receipt of Application
Email to be sent to	careers@bobfinancial.com with subject as “ Partner Manager – Customer Service”
Website	www.bobfinancial.com
Contact Number	022 - 4206 8547
Other Terms	<ul style="list-style-type: none">• It may please be noted that company is not bound to call all the applicants for interview. Only shortlisted candidates will be called for interview• In case of any modification in advertisement shall be updated only in Website.• The above recruitment may be scrapped at any stage of recruitment process without assigning any reasons.
Last Date for application	1st November 2018