

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	Officer II – Fraud Operations
Role & Responsibilities	<ul style="list-style-type: none"> • We have opportunities for Specialist positions in our Fraud Operations. This is 80% Calling and 20% Non-Calling role.
Job specific skills	<p>Job Responsibilities including but not limited to the below:</p> <ul style="list-style-type: none"> • <u>Customer Focus</u> Take ownership of each individual while empathizing and prioritizing their needs. Resolve conflicts and manage customer expectations. Determine customer needs and provide appropriate solutions through relationship building. • <u>Communication Skills</u> Effective verbal and written communication with both external and internal customers. Document customer account activities thoroughly and concisely. Engage in interactive dialogue with customers through active listening. • <u>Problem Solving Skills</u> Approach problems logically and with good judgment to ensure the appropriate customer outcome. Make appropriate decisions on behalf of the customer quickly and effectively. Effectively prioritize work to ensure efficiency. Conduct research as needed. • <u>Analytical Skills</u> Critical thinker and ability to exercise independent judgment. Accuracy and attention to detail. Required to abide by all applicable regulatory and department practices and procedures. • <u>Work Schedule</u> Work schedules will vary candidates must be willing to work schedules during our operating hours, which may include weekends. • <u>Must have Skills</u>



	RBI & Other regulatory reporting's.
Educational Qualifications	He/ she should hold a Graduation / Professional qualification
Minimum Experience	Graduate with 2-5 years of experience in fraud operations, either by phone or face to face.
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	30 Years
Email to be sent to	careers@bobcards.com with subject as " Officer II – Fraud Operations "
Website	www.bobfinancial.com
Contact Number	022 - 4206 8546
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	28th September 2018