

Bharat Banking: Product Owner

Grade:	Deputy Manager				
Business:	Bharat Banking	Department:	-	Sub-Department:	-
Location:	Pan India				

Key Responsibilities

The candidate will be responsible for the following in their job role:

- Process Simplification / Modification – Understanding the end to end process, identifying the gaps, suggest possible changes and take it to logical conclusion
- Preparing the Learning Modules for Sales Team – Conducting the Training on product & processes and take assessment, publish results, address gaps post assessment
- Product Awareness campaign – preparing marketing material, engagement with marketing team for increasing visibility of products and features across distribution channels including digital
- Working closely with Contact centre and provide the product related update to them, ensure that correct and updated information is shared in inbound / outbound calls
- MIS Management, Data scrutiny, working closely with BIU team – submitting the fortnightly/ monthly dashboard on summery of overall performance (Logins, Business, Fees, ROI, Attrition, Pricing, Cross Sell penetration, delinquency, renewal & PDD pendency, etc.) for management review. Preparing the presentation for various meetings.
- Working closely with related stakeholders for generation of PA/PQ base, generating cold leads from internal database. Sharing it with sales team and persistent follow up for conversion / feedback
- Regular connect with team on various items like, clearance of PDD, Renewals, resolving delinquency and providing required support
- Preparing the budget distribution under guidance of BH
- Preparing and driving promotional campaigns, Providing real-time support on business numbers, etc.

Role Proficiencies:

- Graduate/ Post-Graduate
- Should be self-motivated and be able to take the task in hand to logical conclusion using knowledge, experience and engaging with relevant stakeholders
- Should have good understanding of preparing product / process paper with detailed SOP
- Should be able to engage closely with all stakeholders and able to get the job done
- Should have very good command on MS office (Excel, PPT, etc.)
- Should able to read & decipher data and represent it in an informative manner to Sr. Management
- Excellent communication and presentation skills
- Should be able to talk and convince the customer, both internal and external