THE COSMOS CO-OP. BANK LTD.
(Multistate Scheduled Bank)
Enriching Life!

Job Description - LP

Objective of Job:

Oversee Loan Department operations with a focus on portfolio growth, regulatory compliance, and customer satisfaction. Implement risk management strategies specific to loan products. Foster a culture of integrity and professionalism within the team. Contribute to bank performance by optimizing loan processes and delivering exceptional customer service.

Educational Qualification:

First Class Commerce Graduate and CMA

Experience (No. of years):

Fresher.

Key Result Areas / Major Responsibilities

1. Loan Processing:

- Supervise the initial loan process, including personal interviews, understanding the customer's background, and other loan requirements. Ensure that all loan documents are complete.
- Conduct thorough verification of all documents submitted by the passing officer or junior officers, checking for accuracy and completeness and addressing any discrepancies.
- Review the customer's liability docket, ensuring all financial obligations are well documented and accounted for.
- Generate and thoroughly analyze the customer's CIBIL report by assessing their credit history and identifying potential risks.
- Examine the Debt-to-Payment (DPT) ratio to ensure the customer's financial capacity by accurately calculating loan eligibility.
- Upon confirming eligibility, issue a final checklist.
- Provide the loan application form and any related forms required for processing.
- Complete the standardized loan formats and prepare a detailed process note.
- Maintain close follow-up with the customer, ensuring timely submission of any missing documents and offering guidance on discrepancies related to the loan.

2. Loan Sanction & Approval:

- Upon completion of all documentation, prepare the sanction docket, ensuring it is complete and includes all necessary approvals for loan disbursement at the branch level. For loans requiring higher authority approval, ensure the file is sent to the regional or head office accordingly.
- Draft the sanction letter, ensuring that all terms and conditions specific to the loan type are correctly incorporated and communicated clearly to the customer.
- Before finalizing the loan sanction, thoroughly check the CIBIL score for any deviations and review the Income Tax Returns (ITR) for any gaps or inconsistencies.
- Evaluate the loan application for any off-limit issues that may affect eligibility or risk assessment.
- Document any identified deviations, gaps, or concerns in a detailed deviation note, outlining the potential implications for the loan application.
- Submit the prepared deviation note to the appropriate authority for review and decision-making regarding the loan sanction process.

3. Loan Disbursement:

- Collect the loan demand letter from the customer, specifying the disbursement amount based on the approved loan type.
- Issue a charge letter for mortgage or property-backed loans, confirming the bank's interest in the collateral.
- Complete all pre-disbursement processes, including verifying legal documentation, collateral, and compliance with bank policies.
- Send the loan file for pre-audit or legal inspection before disbursement for property-backed loans, based on the loan type and amount.
- Prepare the disbursement certificate and docket, ensuring all documents are in order before initiating the loan disbursement.
- Execute the loan agreement properly, ensuring it is signed by all parties involved.
- Verify the number of stamp papers and stamp duty required based on the loan account and standard loan circular.
- Communicate disbursement details to the customer, confirming receipt of the funds and providing necessary documentation such as the disbursement letter or payment schedule.
- Establish and monitor the repayment schedule post-disbursement, ensuring that the customer is aware of EMI dates, amounts, and payment methods.

4. Pre-Closure Loan Process:

- Advise the customer on alternative investment options, such as fixed deposits, instead of loan pre-closure. Explain the benefits, including interest earnings on FDs and potential tax advantages, to retain the customer within the bank's ecosystem.
- Clearly outline any pre-closure charges or penalties to the customer, ensuring they are fully aware of the financial implications of closing the loan early.
- Notify the relevant department and update the loan payment system to stop future EMI debits, reflecting the loan pre-closure.
- Obtain the customer's signature on the return letter, confirming their agreement to the pre-closure terms and acknowledging the return of any collateral, if applicable.
- Review the closure docket to ensure all necessary documents, including loan closure certificates, customer signatures, and other formalities, are complete and accurate before finalizing the loan closure.

5. Operations:

- Prepare and verify a dedicated account for loan disbursement, ensuring all details align with the approved loan terms and conditions.
- Complete the insurance process for loans backed by collateral, ensuring proper coverage is in place. Regularly monitor and renew insurance policies to maintain security.
- Oversee cash credit and overdraft accounts for commercial loans, ensuring proper documentation is maintained. Conduct thorough monitoring and verification during loan reviews and renewals.
- Review stock statements submitted by customers to ensure that inventory levels are accurately reported and in line with expected business operations.
- Evaluate the customer's turnover figures to ensure they are consistent with their financial history and business activities, identifying any unusual fluctuations or discrepancies.
- Check for diversification of funds and monitor to ensure that the funds provided are being used for the intended purpose as specified in the loan agreement, ensuring compliance and minimizing the risk of misuse.
- Complete the registration and satisfaction of the CERSAI (Central Registry of Securitization Asset Reconstruction and Security Interest of India) report for property loans, ensuring it is accurately documented and added to the loan file for compliance and future reference.

6. Recovery & Follow up:

- Review daily and monthly reports for overdue payments and pending interest to identify any account holders who are late on their payments.
- Contact customers who appear on the overdue reports to remind them about missed payments and understand the reasons for the delays.
- Escalate issues for accounts with payments overdue for more than two months and communicate directly with the customer to find a resolution.
- Send formal notices to customers as required by bank policies if payments continue to be overdue.
- Discuss potential repayment plans or restructuring options with customers to help them manage their payments effectively.
- Collaborate with the collections team to ensure appropriate actions are taken to recover overdue payments.

7. Sales & Marketing:

- Promote and arrange for appropriate insurance coverage for collateral properties, ensuring customers are aware of the importance of safeguarding their assets against risks.
- Identify opportunities to cross-sell other bank products, such as fixed deposits, savings accounts, and investment services, to existing loan customers, enhancing customer value and retention.
- Actively promote insurance products, such as life, health, and property insurance, tailored to meet the needs of loan customers, ensuring comprehensive financial protection.
- Engage in direct marketing efforts by organizing camps and festival stalls and conducting outreach to companies and schools to increase sales of banking products.

8. Team Management:

- Train and manage the loan processing team, ensuring they are equipped with the knowledge and skills necessary to deliver excellent customer service.
- Inspire and lead the loan team to achieve sales targets and operational goals specific to loan products.
- Evaluate the monthly performance of the loan team against established targets, providing guidance and support to enhance productivity and address challenges.
- Address employee grievances effectively, ensuring a supportive work environment, and conduct performance appraisals to recognize achievements.
- Respond promptly to escalated issues from team members or clients, ensuring timely resolution.

9. Regulatory Compliance:

- Ensure all necessary documentation and files are thoroughly prepared and organized for Concurrent, Internal, and Statutory Audits, adhering to the bank's audit requirements.
- Verify that all regulatory and internal compliance protocols are strictly followed for each type of audit, ensuring accuracy and completeness in reporting and documentation.

10. Customer Relationship Management:

- Engage with loan customers through regular follow-ups to address inquiries, provide updates on their loan status, and gather feedback on their experience.
- Understand customer needs and offer tailored loan products or financial solutions that best fit their requirements, enhancing customer satisfaction.
- Address and resolve any concerns or complaints raised by customers promptly, ensuring a smooth and positive customer experience.
- Regularly monitor customer accounts for any signs of distress or potential issues, proactively reaching out to offer support.

Competencies

Technical	Behavioral
Regulatory framework Knowledge: Thorough understanding of all laws and regulations governing co-operative banks, including the Banking Regulation Act and Co-operative laws.	Leadership Skills
In-depth knowledge of various loan products and services. Proficiency in loan processing operations, documentation, and customer service protocols.	Communication Skills
Information Technology: Familiarity with core banking systems and financial software. Ability to leverage data analytics tools for decision-making and performance improvement.	Risk Management
Customer Relationship Management: Familiarity with customer relationship management tools and techniques. Knowledge of customer service best practices in the banking sector.	Analytical Skills

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Job Description - BO

Objective of Job:

To oversee Branch Operations by ensuring compliance with regulatory standards, particularly within Anti-Money Laundering (AML) and Combating the Financing of Terrorism (CFT) frameworks, while enhancing operational efficiency, driving sales growth, and improving customer satisfaction.

Educational Qualification:

First Class Commerce Graduate and CMA

Experience (No. of years):

Fresher.

Key Result Areas / Major Responsibilities

1. Branch Operations Management

1.1 Direct Responsibility

- Monitor daily cash operations at both branch and ATM levels, ensuring cash limits are maintained in accordance with bank policies and regulatory requirements.
- Ensure cash management decisions are escalated when limits are exceeded, and appropriate approvals are sought from the Head Office.
- Monitor daily cash reconciliation and ensure that excess cash is managed and reported accurately.
- Act as the final authority for signing and approval of account openings before forwarding to the Account Opening Cell (AOC).
- Handle high-volume account opening periods by ensuring timely processing and compliance with bank policies.
- Handle large Fixed Deposit (FD) receipts and transactions, ensuring correct verification and signing authority.
- Manage large overdraft agreements, signing, and processing in coordination with the passing officer.
- Act as the ATM custodian, handling disputes, processing forms, and managing issues related to ATM transactions.
- Release the daily zone for clearing, ensuring timely and accurate transactions.
- Manage the gold loan appraisal and approval process, ensuring that all necessary documents are signed jointly with the passing officer and verify that the gold is securely stored in accordance with custody protocols.
- Manage the acceptance of all nomination forms, ensuring compliance with RBI circulars and bank policies.
- Prepare monthly charts for cash exceedances, expenses, and Sadil reports, forwarding them to the Regional Office and securing necessary approvals.
- Handle fraud cases by following up on investigations, canceling fraudulent cards, and reporting to the Head Office for further action.
- Update and manage the branch profile, ensuring data is accurate and up to date in coordination with the regional and head office.
- Strategic decisions related to the adjustment of interest rates for specific customer categories
- Manage the entire death claim processing lifecycle for Fixed Deposits, from initial claim submission to final settlement, ensuring compliance with regulatory requirements and bank policies.
- Manage the preparation, issuance, and validation of bank guarantees, ensuring full compliance with the bank's policies and regulation
- Process day-end activity in the System.

1.2. Supervisory Responsibility

- Supervise and approve the opening of current and savings accounts, ensuring all verification processes are completed in line with internal and regulatory guidelines.
- Ensure proper management of ATM passwords and internet banking credentials, maintaining security and privacy protocols for sensitive customer information.
- Oversee locker allotments, finalize decisions with the passing officer, and ensure the safe custody of locker keys and compliance with locker agreements.
- Monitor locker surrender processes and ensure all legal and compliance requirements are fulfilled upon locker closure.
- Monitor admin tasks, such as record binding, challan custody, and mail compliance, ensuring that all administrative tasks are completed on time and within compliance guidelines.
- Oversee the preparation of reports related to big transactions (cash, RTGS, NEFT)

2. Regulatory Compliance:

- Serve as the Branch Anti-Money Laundering Officer (BAMLO), ensuring full compliance with RBI guidelines, AML, and CFT regulations.
- Monitor all high-value transactions, including large deposits, withdrawals, and transfers, ensuring they comply with AML guidelines.
- Ensure strict adherence to Suspicious Activity Reports (SAR) and Currency Transaction Reports (CTR), prepare these reports, and submit them to the relevant authorities.
- Oversee the collection of KYC and compliance process, ensuring all customer records are updated periodically and in line with the RBI's requirements.
- Monitor transaction alerts, investigate suspicious transactions, and report them as necessary to the Head Office and regulatory bodies.
- Ensure TDS compliance is maintained, following the periodic TDS reports received from the Head Office and monitoring the distribution of work among staff.
- Assist in statutory, concurrent, and internal audits, ensuring that all audit findings are addressed promptly.
- Ensure compliance with audit requirements for AML/CFT, prepare BAMLO charts, and submit reports as required by the RBI and internal auditors.
- Verify and rectify errors in AML documentation, submit corrections to auditors, and ensure the timely submission of all reports.
- Ensure compliance with RBI regulations regarding AML/CFT, KYC, and other banking operations.
- Handle nomination forms, ensuring proper acceptance and compliance with regulatory guidelines.
- Respond promptly to compliance-related emails and reports from the Head Office and regulatory bodies, ensuring that all actions are taken to rectify discrepancies or non-compliance.

3. Customer Relationship Management

- Handle customer queries related to deposit operations, ATM disputes, account opening processes, and Internet banking issues.
- Manage the resolution of customer grievances, ensuring customer satisfaction and timely response to queries.
- Assisting customers by filling forms and making modifications as needed.

4. Sales and Marketing:

- Lead the branch in achieving cross-selling targets, promoting deposit products, current and savings accounts, and third-party investment products.
- Analyze customer profiles and transaction history to identify potential cross-selling opportunities for bank products and services, such as loans, credit cards, insurance, and investment products.
- Supervise the marketing and sales of third-party financial products, ensuring the branch meets its revenue and customer acquisition targets.
- Monitor and evaluate the effectiveness of marketing campaigns, adjusting strategies as necessary.
- Gather customer feedback on cross-sold products to understand their satisfaction levels and make improvements where necessary.
- Oversee marketing activities for Fixed Deposits, CASA (Current and Savings Accounts), and other products, enhancing the bank's brand value and visibility.

5. Team Leadership and Development

- Lead, mentor, and manage the deposit operations team, ensuring they understand operational procedures, compliance guidelines, and AML/CFT requirements.
- Manage employee grievances, conduct performance appraisals, and oversee probationary and temporary employee evaluations.
- Conduct regular team meetings to discuss branch performance, workload allocation, and compliance updates, ensuring that all regulatory procedures are followed and maintaining team meeting records
- Mediating team conflicts and ensuring any issues are resolved quickly to maintain a cohesive working environment.
- Ensure that all employees complete mandatory online training programs as required by the bank.
- Organize and conduct regular training sessions for branch staff on AML compliance, procedures, and the importance of reporting suspicious activities.

6. Additional Responsibilities

- Leave attendance management for the staff
- Oversee branch infrastructure maintenance, including monitoring expenses for office maintenance, servicing air conditioners (AMC), and managing the landlord's invoices
- Plan and oversee branch events, such as the annual branch anniversary celebration and customer meetings, ensuring proper coordination and execution.

Competencies

Technical	Behavioral
Thorough understanding of all laws and regulations governing cooperative banks, including the Banking Regulation Act, anti-money laundering (AML) regulations, counter-terrorism financing (CFT) laws, and cooperative laws.	Attention to Detail
In-depth understanding of various banking products and services. Proficiency in all banking operations and customer service protocols	Customer Orientation
Familiarity with core banking systems and financial software. Ability to leverage data analytics tools for decision-making and performance improvement.	Team Leadership
Familiarity with customer relationship management tools and techniques. Knowledge of customer service best practices in the banking sector.	Analytical Thinking
	Communication Skills

- **Name of the Position –** Trainee Officer. After completion of Training Period of 1 year and subject to positive Work Performance, will be taken on Probation on the Post of Asst. Manager.
- **Eligibility Criteria –** Mentioned in the enclosed Job Description.
- **CTC -** ₹55,000/- Consolidated Monthly Amount (subject to Statutory Deductions) will be paid during the Training Period. After completion of Training Period of 1 year and subject to positive & satisfactory Work Performance, the Candidate will be taken on Probation on the Post of Asst. Manager with Monthly Gross of ₹79,800/- & CTC of ₹12.00 LPA (Approximately).

v **Job Location –** Across Mumbai.

v **Number of Vacancies (Tentative) –** 30 Nos.