

Position	AVP – Retail Broking (Call N Trade)
Job Description / Responsibilities	<ul style="list-style-type: none"> <li>➤ Responsible to handle the Call &amp; Trade (C&amp;T) team and NRI desk</li> <li>➤ Responsible for revenue generation through C&amp;T terminal and NRI Desks</li> <li>➤ Responsible for Activation of new dormant clients and retention of existing clients</li> <li>➤ Responsible of all compliances related to dealing with clients</li> <li>➤ Call recording management</li> <li>➤ Build a quality control and audit mechanism to ensure high quality customer satisfaction</li> <li>➤ Make executable plans to improve the productivity of C&amp;T &amp; NRI teams.</li> <li>➤ Responsible for Hiring, Incentive planning, training, attrition management for C&amp;T team</li> <li>➤ Ensure that there is regulatory compliance trading related activities</li> <li>➤ Actively involved in the interpretation and end to end implementation of circulars and regulations issued by the stock exchanges and SEBI related to Trading.</li> <li>➤ Enhance supervision of team working and reporting on daily basis</li> <li>➤ Manage MIS for entire Call &amp; Trade Division</li> <li>➤ Prefer dissemination of Technical Research within Team</li> <li>➤ Regular Training &amp; each team member for updation of markets.</li> </ul>
Job specific skills	<ul style="list-style-type: none"> <li>➤ Knowledge on Regulatory requirements, CRM &amp; MIS</li> <li>➤ Be well attuned towards digitization; should come with a technology mindset and think innovatively how to use tech for efficient customer service &amp; trading activities in Retail Broking.</li> <li>➤ Should Have successfully led &amp; managed a team of call &amp; trade equity dealer for revenue achievement targets</li> <li>➤ Strong understanding of Online and digital broking industry practices</li> <li>➤ Strong understanding of Stock Exchanges &amp; SEBI Regulations related to retail broking</li> <li>➤ Strong growth mind-set to lead and motivate the team in order to achieve higher activations &amp; trading values.</li> <li>➤ Knowledge of all call N trade processes</li> <li>➤ Candidate should be able to demonstrate management of large-scale call centers (In House and vendor) with diverse processes</li> <li>➤ Excellent communication &amp; presentation skills to communicate with customers and other-stake holders</li> <li>➤ Be a self-starter, proactive &amp; target oriented with desire to achieve higher goals.</li> </ul>

educational Qualification	Graduate/Postgraduate from recognized Universities.
Min. Experience	Minimum 10 Years
CTC Offered	Compensation will not be limiting factor for the right candidate and will bediscussed on a case-by-case basis.
Location of Posting	Mumbai
How to Apply	Applications should be submitted on our email <a href="mailto:careers@bobcaps.in">careers@bobcaps.in</a>  Please mention "Application for the post of <b>AVP – Retail Broking (Call N Trade)</b> in the subject. Applications with any other subject will not be accepted.
Website	<a href="http://www.bobcaps.in">www.bobcaps.in</a>