

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

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	<p>Applications should be submitted on our email careers@bobcaps.in</p> <p>Please mention “Application for the post of AVP – Retail Broking (Call N Trade) in the subject. Applications with any other subject will not be accepted.</p>
Website	www.bobcaps.in