



**SARVAJANIK
UNIVERSITY**

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**SARVAJANIK EDUCATION SOCIETY
SMT. SHARDARANI RAMESHCHANDER**



Approved by AICTE | Constituent College of SarvajaniK University

Report on Final Campus Placement for DCB Bank on 1st December, 2021 at S. R. Luthra Institute of Management



Quick Details

Employer	DCB Bank
Date of Interview	1 st December, 2021
Designation Offered	Customer Service Manager
Maximum Earning Potential	INR 3,00,000 p.a.
Interview conducted by	Mr. Ameya Khoda (Regional HR Partner)
No. of students Appeared	16
No. of Students Selected	2

📍 M.T.B. College Campus, Nr. Adarsh Society, Athwalines, Surat-395001, Gujarat, India.

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Company Overview

DCB Bank has deep roots in India since its inception in 1930s. DCB Bank is a modern emerging new generation private sector bank with 241 branches across 18 states and 2 union territories. It is a scheduled commercial bank regulated by the Reserve Bank of India. It is professionally managed and governed. DCB Bank has contemporary technology and infrastructure including state of the art internet banking for personal as well as business banking customers.

DCB Bank's business segments are Retail, micro-SME, SME, mid-Corporate, Agriculture, Commodities, Government, Public Sector, Indian Banks, Co-operative Banks and Non Banking Finance Companies (NBFC). DCB Bank has approximately 450,000 customers.

DCB Bank's network of 241 plus state-of-the-art, customer friendly branches are across the states of Andhra Pradesh, Bihar, Chhattisgarh, Delhi/ NCR, Goa, Gujarat, Haryana, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Odisha, Punjab, Rajasthan, Tamil Nadu, Telangana, Uttar Pradesh, West Bengal and Union Territories of Daman & Diu and Dadra & Nagar Haveli.

Job Profile

Offered Designation: Customer Service Manager

Roles and Responsibilities:

1. To work for providing first class service experience to existing customers and take references for acquiring new quality customers.
2. To cross sell deposit and fee products to such customers and penetrate better market share 2. To constantly endeavour to improve existing customer relationships and involve in Sales to deepen the same.
3. To keep updating knowledge and exposure to various banking products both internal as well as competitor.
4. To continuously improve product knowledge and awareness of market trends and competitor products.
5. To overcome problems using guidelines and escalate with expediency, when necessary.

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Location: Surat

Eligibility Criteria:

- Essential Graduate
- Desired Post Graduate in any field
- Desired Experience in Banking
- Desired skills and competencies
- Good knowledge of the geographical area
- Experience in banking as well as exposure to banking products is desired
- Communication skills with good command over

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