

## **BFCFXHRJ-004 – Branch Manager | Forex | Mumbai**

### **About the role:**

The Branch Manager will be responsible for achieving sales target, providing customer service and ensuring all operational policies and procedures are followed. The Branch Manager is responsible to provide foreign exchange services including Retail business from all segments i.e. remittances, foreign banknotes services to BFC Forex retail customers, whole sale customers by maintaining a high standard of customer service and ensuring company procedures and controls are followed at all times. In addition to the role will show leadership to support the staff within the branch to assist in their training, knowledge transfer and personal development.

### **Your Responsibilities:**

- Ensure that the Branch Monthly, Quarterly and Annual Corporate Sales and Revenue targets are achieved in accordance with the Company Business Plan.
- Acquisition of new customers in all segments especially corporates, money changers, banks, HNI etc.
- Ensure the customer satisfaction and Retention of clients.
- Manage & monitor the end of day cash balancing of the branch.
- Fund management Optimize the currency and fund utilization without hindering the customer service of the branch.,
- Ensure All cheques/Demand draft held with branch are deposited with bank on time for realizing funds.
- Carry out routine checks on all tills to ensure the system and physical cash amounts tally.
- Ensure any discrepancies on the tills are immediately reported to H. O for further actions.
- Ensure that all KYC documents are collected, and AML Guidelines are followed at the branch.
- Making sure that the branch staff is Cross selling all products, Money transfer, Remittances, Travel cards and Travel insurance
- Visit local businesses with the Regional / Area Manager /Corporate sales Manager to encourage new corporate customer
- Identify ways of improving the branch efficiency and services delivered.

### **People Management:**

- Manage branch staff in accordance with company policies and procedures



- Monitor staff performance and ensure that training and development needs are identified, planned and carried out to ensure that all staffs are continually develop and achieve their full potential
- Coordinate with Regional / Area Manager / HR to develop manpower plan and ensure proper staffing levels
- Act as a key resource and liaison to other functional areas of the Company's business, building productive cross-functional relationships.

**About You:**

- Graduate
- Good Communication and arithmetic skills
- Strong customer service skills
- Computer savvy
- Well presented
- Self-motivated with high levels of drive and energy
- Excellent organization and negotiation skills