



NOTIFICATION

RECRUITMENT OF HUMAN RESOURCE ON FIXED TERM ENGAGEMENT ON CONTRACT BASIS FOR RECEIVABLES MANAGEMENT DEPARTMENT IN BANK OF BARODA

We refer to the detailed advertisement dated 12.01.2022 in leading newspapers/ notification on our bank's website inviting applications for various positions in Receivables Management Department.

For the position of National Receivables Manager, the eligibility criteria has been revised as under:

Position	Vacancy	Revised Eligibility Criteria	
National Receivables Manager	One (1)	Age	Min. Age – 40 Years Max. Age – 55 Years
		Educational Qualification	A Degree (Graduation) in any discipline from a University recognized by the Govt. of India/ Govt. bodies/ AICTE Desirable qualification: Post Graduate Degree/ Diploma in Management.
		Post Qualification Work Experience	Minimum of 16 Years' experience in BSFI sector with an exposure in collection and/ or its related activities.
<i>All other eligibility criteria as prescribed in the detailed advertisement dated 12.01.2022 remain the same.</i>			

In view of the above revision in eligibility criteria, the application window for online registration of application and payment of fees for the position of National Receivables Manager has been reopened as per the schedule mentioned below.

In addition, please note that the application window for the position of Head Strategy – Receivables Management, Retail, MSME, Agri Loans (1 vacancy) has also been re-opened as per the given schedule.

Sn. as per advt. dtd. 12.01.2022	Name of the Position	Schedule of reopening of Application window
4	National Receivables Manager	Application window for online registration of application and payment of fees will be active from 06.05.2022 to 23:59 hours on 26.05.2022.
1	Head Strategy – Receivables Management, Retail, MSME, Agri Loans	

The eligibility criteria, Roles & Responsibilities etc. has been appended below for ready reference. However, the candidates are advised to go through the detailed advertisement, ensuring their eligibility and other details before applying and remitting fees. Please note that the Bank may modify the number of vacancies depending on its requirement.

Candidates who have already applied for the aforesaid positions need not apply again.

Decision of the Bank in all matters pertaining to selection process shall be final and binding.

DATE: 06.05.2022

CHIEF GENERAL MANAGER (HRM)

Position	National Receivables Manager	
Roles & Responsibilities (indicative & not limiting)	Risk and Portfolio Management	To Monitor and achieve risk targets and Benchmark.
		To manage loss and provisioning budgets
		To Manage costs.
		Monitoring Goals/Targets.
		To ensure all assigned tasks are performed/completed within specified TAT
	People Management	Effectively managing delinquent and NPA accounts.
		Develop comprehensive leadership skill and propel to collections team.
		Train and impart functional training skills.
		Focus on performance objectives and give periodic performance feedback.
		Displays sound professional behavior & integrity in dealing with people both within and outside.
		Sets positive example and provides clear, specific performance feedback by effectively coaching and mentoring staff.
		Guides staff members through new tasks and activities.
		Strategic planning to drive the portfolio.
	Process Management, RIC and Audit	Ability to understand requirements of the field team in terms of MIS, Collection related support, coordinating with central team for faster delivery of requirements.
		Ability to work within TAT and patience is a must. Proactively supporting collections field staff and meeting their requirements.
		To have review meets with ZRM's to understand the current status of monthly given targets.
		Ensure strict adherence to laid down collection processes.
		To support & implement all process and closely monitor the implementation.
		To ensure all Audit compliances are met and timely feedback is given to concern team.
		To plan costs specific DRA training modules through IBFC's, obtaining/arrangement approval, designing pay-outs as per requirements and product knowledge, budget planning (quarterly/yearly)etc
		To set monthly targets to achieve desired results by planning proper schemes, incentives to team.
		Coordinating with Sales, Business, and Credit Heads for better resolution and recovery planning.
		Agency, client visits at a fixed time intervals monthly/quarterly.
		To identify and highlight fraud cases if arises to FCU/Concern higher authority to take correct and right action against the same. Overall legal control, control over frauds and misleading events
		Recruitment, Training and Development of team (On rolls, off rolls and outsourced)
	Team building- Setting upper level, middle level strategies.	
	Customer support, CIBIL process-Cross check the customer delinquency string thru CIBIL system, Help in Customer tracking, performance management, agency management	
	Compliance - Hygiene calling, telecalling, Repo sale process, NOC Issuance, Settlement process	
	Recruitment, Training and Development of team (On rolls, off rolls and outsourced)	MIS-Going through all MIS's shared from ZRM's, concern team members to understand trends, monitor growth of the process etc.
		Recruitment of staff with domain expertise.
Training and development with support from HR Training.		
Ensure adherences to Bank's code of conduct and collection code of conduct. Recruitment of outsourced agencies also their training, giving timely feedback on their performances. Ensure all code of conduct is being followed by all agencies and outsourced agencies as well.		

	<p>Cross Functional Relationship</p> <p>To provide support to business to grow as per plans by giving timely feedback on market on policies related to Risk.</p> <p>To give and seek timely feedback affecting the business profitability. Ensure there is healthy communication between sales, credit and other function of the Bank.</p>
Age	Min. 40 years – Max. 55 Years
Educational Qualification	<p>A Degree (Graduation) in any discipline from a University recognized by the Govt. of India/ Govt. bodies/ AICTE</p> <p>Desirable qualification: Post Graduate Degree/ Diploma in Management.</p>
Work Experience	Minimum of 16 Years' experience in BSFI sector with an exposure in collection and/ or its related activities
Nature of Engagement	Contractual Engagement for a period of 5 years, with periodic performance review. The term of engagement may be extended at the option of the Bank.
Eligibility Criteria to be met as on	01.01.2022
To Apply	<p>Interested candidates are advised to visit the Bank's website www.bankofbaroda.co.in (Career Page → Current Opportunities → Recruitment for various positions in Receivables Management on Fixed Term Engagement on Contract Basis) for further details or you may follow the following link for applying for the said post:</p> <p>https://www.bankofbaroda.in/career/current-opportunities/recruitment-for-various-positions-in-receivables-management-on-fixed-term-engagement</p> <p>The last date of submission of the application is 26.05.2022 (23:59 hours).</p>
All other Terms & Conditions as per Advertisement dated 12.01.2022 shall remain unchanged	

Position	Head Strategy – Receivables Management, Retail, MSME, Agri Loans
Roles & Responsibilities (indicative & not limiting)	<ul style="list-style-type: none"> • Develop strategies to enhance performance for BOB Portfolio. • Making strategies to ensure adequate feet on street availability area wise / bucket wise / segment wise. • Manage and put mechanism for legal / policy issues if any. • Making strategies to enhance the productivity for retail lending products & markets. • Develop KPIs, benchmarks and align incentive plans to organizational goals • Evaluate existing Collections technology and design optimization and/or new technology roadmap • Lead development, testing and rollout of Collections early stage and late stage segmentation strategies including review and design of outsourcing strategies. • Support business development and due diligence efforts as needed. Lead and drive Collections strategy development for new partnerships, new products and system conversions. • Lead development, testing and rollout of pre-delinquent strategies. • Optimize strategies across multiple contact strategies including digital, phone and mail channels. • Design and execute strategy for complex, regulatory sensitive loss mitigation treatment programs (e.g., re-age, forbearance, settlements, and deferrals). • Actively manage and monitor a portfolio of net charge-off (NCO) reduction initiatives, including closely tracking performance and providing regular updates to senior management and to other stakeholders. • Review delinquent/charge-off accounts and provide feedback to credit risk and operations on trends seen and gaps in acquisition strategies. • Ensure robust governance, processes and controls are in place and team is "audit ready". • Actively participate in industry groups and roundtables and complete regular benchmarking. Stay abreast of the regulatory environment and industry trends to identify emerging opportunities and risks. • Provide reporting and facilitate strategic planning sessions to improve process flow, cycle time, customer service and operational results. • Maintain a thorough knowledge and understanding of company policies and procedures, as well as, state and federal laws. Working closely with peers to establish and coordinate interdepartmental policies and procedures. • Strategy for Audit & Compliance • Drive and lead P&L measurement, P&L control, and improvement projects. • Direct collection planning efforts across all lines of business and functional areas • Lead in the creation of frameworks and analysis to support strategic decisions • Train and impart functional training skills. • To support & implement all process and closely monitor the implementation. • Monitoring Goals/Targets. • To ensure all Audit compliances are met and timely feedback is given to concern team. • Making strategies to control GCL portfolio in terms of bucket flows for BOB. • Managing how to reduce cost in collections and increasing productivity. • Market intelligence gathering and competitor benchmarking of best practices. • Work closely with cross functional team to implement strategic changes. Develop monitoring tools to assist teams in managing new processes, workflows, and procedures. • Utilize statistical tools to organize complex data and use statistical/modelling techniques for coming up with creative solutions to business problems. • Provide insight and expertise to Field Team and work closely with them to ensure workflows to maximize productivity and efficiency. • Review and analyse delinquency trending. Provide operational insight to changing environments, process flow/work flow and other impacts to portfolio performance. • Review proposed changes to operational functions recommending appropriate solutions. Provide detailed analysis of proposed changes and develop business case for recommended changes.
Age	Min. 38 years – Max. 50 Years
Educational Qualification	<p>A Degree (Graduation) in any discipline from a University recognized by the Govt. of India/ Govt. bodies/ AICTE</p> <p>Desirable qualification: Post Graduate Degree/ Diploma in Management & Professional Certification in Project Management</p>

Work Experience	Minimum of 12 Years' experience in a Bank/ NBFC with 10 years' experience in Collection profile. Preference would be given to candidates having experience in Receivable Management & Risk Management portfolio
Nature of Engagement	Contractual Engagement for a period of 5 years, with periodic performance review. The term of engagement may be extended at the option of the Bank.
Eligibility Criteria to be met as on	01.01.2022
To Apply	Interested candidates are advised to visit the Bank's website www.bankofbaroda.co.in (Career Page → Current Opportunities → Recruitment for various positions in Receivables Management on Fixed Term Engagement on Contract Basis) for further details or you may follow the following link for applying for the said post: https://www.bankofbaroda.in/career/current-opportunities/recruitment-for-various-positions-in-receivables-management-on-fixed-term-engagement The last date of submission of the application is 26.05.2022 (23:59 hours) .
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