

ICICI Bank Job Seeker – Job Alert – Back Office Assistant Job

Hiring organization
ICICI Bank

Job Location

India
Remote work from: IN

Date posted
September 17, 2024

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Valid through
31.12.2024

Base Salary

USD 14 - USD 23

APPLY NOW

Qualifications

Graduate

Employment Type

Full-time

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Description

Job Title: Back Office Assistant

Job Summary:

The Back Office Assistant will provide administrative support to the bank's operations team, ensuring efficient and accurate processing of transactions, maintenance of records, and provision of exceptional customer service.

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Key Responsibilities:

Transaction Processing:

Process transactions accurately and efficiently, including data entry, verification, and validation.

Record Maintenance:

Maintain accurate and up-to-date records, including customer information, transaction history, and account balances.

Customer Service:

Provide exceptional customer service through timely and effective resolution of customer inquiries and issues.

Reporting and Analysis:

Generate reports and perform basic analysis to identify trends, opportunities, and areas for improvement.

Compliance and Risk Management:

Ensure compliance with bank policies, procedures, and regulatory requirements, identifying and mitigating risks associated with transactions and customer interactions.

Requirements:

Education:

Bachelor's degree in a related field, such as business administration, finance, or accounting.

Experience:

1-2 years of experience in a back office or operations role, preferably in a banking or financial institution.

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Skills:

Technical Skills:

Proficiency in Microsoft Office, particularly Excel, and ability to learn new systems and software.

Soft Skills:

Excellent communication, organizational, and time management skills, with the ability to work in a fast-paced environment.

Certifications/Licenses:

None required, but relevant certifications, such as those in accounting or finance, may be advantageous.

Working Conditions:

Work Environment:

The Back Office Assistant will work in a fast-paced office environment, with frequent deadlines and multiple priorities.

Work Schedule:

The Back Office Assistant will work a standard 40-hour workweek, with flexibility to work overtime as needed.

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