



(A Joint Venture of State Bank of India & Insurance Australia Group)

SBI General/Recruitment/2012-13

Dated: 17th Jan 2013

Applications are invited for the Current Vacancies mentioned below. Persons, who are desirous and fulfil the eligibility criteria set out against each position, may send in their application.

Current Vacancies

[Current Vacancies in Claims](#)

[Current Vacancies in Finance](#)

[Current Vacancies in Information Technology](#)

[Current Vacancies in Internal Audit, Control & Risk](#)

(Please choose 'Admin & Central Premises' option as Specialisation to apply for this position)

[Current Vacancies in Operations](#)

Current Vacancies in Sales & Marketing:

- [Current Vacancies in Sales & Marketing](#)

(Please choose 'PR & Advertising' option as Specialisation to apply for this position)

- [Current Vacancies in Retail Sales](#)
- [Current Vacancies in SME Sales](#)

For more Vacancies kindly visit us again after few days!

IMPORTANT:

1. Job Titles and reporting lines are indicative and may be changed at the sole discretion of the Company.
2. No hard copies or documents should be sent.
3. Communication will be sent to only those candidates who are found suitable in the preliminary scrutiny.
4. Solicitation in any form by the applicant will lead to disqualification
5. This is not an offer of employment but only an invitation for applications for various positions. SBI General Insurance Company Ltd. has the absolute discretion not to appoint any one for any of the positions.
6. Last date for receipt of filled in application for the above vacancies is **25th Jan 2013**.

Personal Traits expected from all the applicants:

- Enjoys and seeks out accountability for delivering expected results
- Consultative and open to discussion and challenge
- Willing to question and challenge the status quo
- Straightforward, honest, tells it 'as it is'
- Is persuasive and influential
- Thinks 'whole of business', while still delivering results for own area of accountability
- Is entrepreneurial in approach; focuses on profitable growth and continuous improvement
- Tenacious and resilient

Skills expected from all the applicants:

- Ability and willingness to work in project mode for setting up systems, procedures and infrastructure in the chosen functional area and to take up active functional role subsequently.
- Good computer skills.

Claims

POSITION ID	JOB TITLE	WILL REPORT TO
CLM05007	Executive-Assessing	Senior Manager-Assessing
ELIGIBILITY		
Required Qualification	Required Experience	
A degree or diploma in Automobile/Mechanical Engineering or any other appropriate technical qualification IRDA licensed survey licence holders would be preferred	1-3 years general insurance experience in Claims / Assessing / Motor repair Industry. Excellent relationship management, analytical & negotiation skills also required. Experience and understanding of motor repair industry including latest repair techniques preferred.	
Location		
Chennai (1)		
Key Responsibility of the Role		
<p>To assess damage in order to mitigate loss on behalf of the Company. To ensure that the appropriate repair methodology is adopted at reasonable cost to the organisation while providing excellent service to our customers without compromising the safety and quality of repairs. As a Motor Assessor, you will be required to assess accident damaged vehicles across the city/region ensuring vehicles are assessed in a timely manner and take all proactive steps in providing superior customer service. To succeed in this role, you will have excellent customer focus, negotiation and communication skills. You should also possess in-depth level of fraud detection techniques, sound repair Vs replacement decision-making skills and effective handling of conflict scenarios.</p>		

POSITION ID	JOB TITLE	WILL REPORT TO
CLM05013	Senior Executive-Assessing	Senior Manager-Assessing
ELIGIBILITY		
Required Qualification	Required Experience	
Automobile/Mechanical Engineering Degree or Diploma Surveyors licence preferred	2+ years experience in handling general insurance Claims / Assessing / Accidental Repair Body shop. Excellent relationship management, analytical & negotiation skills also required. Experience and understanding of motor repair industry including latest repair techniques preferred.	
Location		
Delhi /Lucknow/Chandigarh		
Key Responsibility of the Role		
<p>As a Motor Assessor you will be required to assess damaged vehicles across the region ensuring vehicles are assessed in a timely manner and repaired to the highest standard providing exceptional customer service. To ensure that the appropriate quality and method of repair is applied at minimal cost to the organisation whilst maintaining quality of repairs.</p> <p>You will also be responsible for end to end processing the claim in the system. You will be required to monitor the performance of repairers & surveyors.</p> <p>To succeed in this role, you will have Excellent customer focus, negotiation and communication skills. Plus have strong fraud detection, decision-making and conflict management skills.</p>		

POSITION ID	JOB TITLE	WILL REPORT TO
CLM04013	Dy. Manager : Claims	Sr. Manager : Claims
ELIGIBILITY		
Required Qualification	Required Experience	
Graduate in any discipline or Diploma /Degree in Engineering in any discipline. Preferred:- Associate/Fellow of Insurance Institute of India	5 to 7 years experience preferably in General Insurance Industry. Experience in claims function with exposure to audit/review of claims files would be preferred. Good working knowledge of computer systems would be a pre-requisite.	
Location		
Mumbai Corporate Office		
Key Responsibility of the Role		
<p>You will be part of National Operations Support (NOS) under Claims Vertical The key role of this position is to audit/review claim files of all lines of business</p> <p>The following responsibilities would fall under the Job Description :</p> <p>Claims Review:</p> <ol style="list-style-type: none"> 1. Review – process & technical – of closed/settled & open claim files of all lines of business on periodic basis as per laid down audit /review plan 2. Conduct surprise reviews of claims files as directed 3. Preparation of comprehensive Review Reports 4. Maintenance of all review records and preparation of MIS 5. Preparation and circulation of all guidelines relating to claims audit/review 		

POSITION ID	JOB TITLE	WILL REPORT TO
CLM04008	Assistant Manager – Claims Litigation and Recovery Specialists	Sr. Manager National Litigation and Recoveries(Claims)
ELIGIBILITY		
Required Qualification	Required Experience	
Law Graduate	3+ years experience in handling Litigation & Recovery preferably in the General Insurance Industry. Experience in the management of Third Party Claims/All lines of Litigation/Advocates/Investigators. Excellent relationship management, analytical & negotiation skills also required.	
Location		
Mumbai Corporate Office		
Key Responsibility of the Role		
<ul style="list-style-type: none"> • To manage over all end to end case management for Motor Third Party Claims and other lines of Litigation. • Manage external legal providers and ensure that they make timely and cost effective decisions and keep all stakeholders updated on the progress of the claims. • Up to date information collation of all relevant legal amendments/case laws/decisions in all forums and communication to all internal stakeholders. • Full review and upgrade of current processes to facilitate improvement in outcomes in regards to Litigation framework. • Monitor Legal and Recovery Networks and performance management frameworks to enable ongoing management of the supply chain network including Service Level Agreements (SLA), SLA reporting & contract management process. 		

POSITION ID	JOB TITLE	WILL REPORT TO
CLM03019	Senior Manager/Manager - Regional Supply Chain	Vice President National Supply Chain
ELIGIBILITY		
Required Qualification	Required Experience	
<p>Management Degree/Engineering degree with Insurance qualification/motor repair industry/property claims/vendor management preferred plus management experience (3 years).</p> <p>Supplier/ Contract management experience preferred.</p>	<p>Essential: Minimum 5 years of overall experience</p> <p>3-5 years experience in Claims / Assessing / Surveyor appointment and development of Supplier networks like Surveyors- both Motor and Property lines, investigators, advocates and garages etc. Excellent relationship management, analytical & negotiation skills also required. Extensive experience and understanding of motor repair industry and surveyor networks for both Motor and property lines in relation to claims policies and procedures. Experience in management of health TPA's is desirable.</p>	
Location		
Hyderabad		
Key Responsibility of the Role		
<p>Supply Chain Management</p> <ul style="list-style-type: none"> Identify, develop vendor networks in line with the company's business goals to ensure adequate coverage for servicing the claims in the designated area of operation. Work closely with Stake holders within and outside claims to develop strategies for development and management of supplier networks Draw and implement empanelment processes for vendors. Support National Supply chain verticals across all lines of claims to facilitate excellent service delivery to customers Through consultation with stakeholders, plan & facilitate solution implementation to business users and suppliers A key responsibility is to Monitor Supplier Performance in line with the Supply Chain Performance framework. To ensure compliance to the laid down procedures from a supplier appointment view point. 		

Finance

POSITION ID	JOB TITLE	WILL REPORT TO
FIN05016	Executive Assistant/Executive-Finance	Deputy Manager-Finance
ELIGIBILITY		
Required Qualification	Required Experience	
Essential - Graduation in Commerce/Finance	Essential –Minimum 1 year experience in Financial Industry Preferred –Work experience in General/Life insurance industry.	
Location		
Mumbai Corporate Office		
Key Responsibility of the Role		
<ul style="list-style-type: none"> • Responsible to handle Claims Indemnity Payment. • Responsible to Handle Claims Expenses, Surveyor, Garages & legal entities payment • To Coordinate with Claims team for queries related to claims payment. • To handle payable reconciliation on monthly basis. • To Handle Coinsurance Claims & expense booking • To prepare & circulate the payment MIS to Claims team on daily basis. • Adequate knowledge of TDS & Service tax. • To ensure timely booking of expense provision entries. • To ensure timely documentation of Service tax invoice related to Claims expenses. 		

POSITION ID	JOB TITLE	WILL REPORT TO
FIN03007	Executive Assistant - Finance	AVP Back Office
ELIGIBILITY		
Required Qualification		Required Experience
Graduate/Post Graduate from reputed University/ College. MBA in Finance preferable. Good Communication skills and command over MS Excel		0-2 years of experience in Investment/Treasury department.
Location		
Mumbai		
Key Responsibility of the Role		
<p>Preparing and Compiling various audit Compliance Reports,</p> <p>Preparing investments related reports for IC meeting/Board meeting etc.</p> <p>Preparation of IRDA returns and timely submission.</p> <p>Bank Reconciliation & Custody reconciliation.</p> <p>Reporting and settlement of Investment Back office transactions.</p> <p>Support in day to day functions of Investments department</p>		

POSITION ID	JOB TITLE	WILL REPORT TO
FIN04004	Sr. Executive/Assistant Manager – Finance	Manager – Budgets & Monitoring
ELIGIBILITY		
Required Qualification	Required Experience	
Graduate / Post Graduate Preferably C.A. or PE II Level Cleared	<ul style="list-style-type: none"> • Minimum 2 years of experience in the industry, in the MIS dept. preferably in General Insurance Industry. • Good knowledge of Insurance accounting and industrial practices prevalent in the industry. • Good knowledge of Excel, PowerPoint & Access • System knowledge of Oracle & Hyperion. 	
Location		
Mumbai Corporate Office		
Key Responsibilities of the Role		
<ul style="list-style-type: none"> • Ensuring timely submission of reliable monthly, weekly & daily consolidated MIS relating to financial operations of the company. • Assisting in preparing Management & Board presentations. • Assisting in preparing Regulatory & JV reporting • Assisting in preparation of Budgets • Assisting in the testing and validation of new financial systems and process changes 		

Information Technology

POSITION ID	JOB TITLE	WILL REPORT TO
ITS04006	Manager – Product Configuration	AVP / Senior Manager- Product Configuration
ELIGIBILITY		
Required Qualification	Required Experience	
<p>Essential:</p> <p>Graduation in any discipline.</p> <p>Preferred:</p> <ul style="list-style-type: none"> • Certification in General Insurance such as Licentiate / Associate / Fellow from a recognised and reputed institution. • Degree or certified courses in business information systems or in business administration • Engineering / IT Degree qualifications. • Basic skill sets of Oracle, PLSQL and Java • A combination of the above qualifications will be an advantage 	<p>Essential:</p> <ul style="list-style-type: none"> • Minimum 5 years relevant work experience • 3 years Professional experience in the insurance industry or general insurance vertical of any IT company. • Practical experience in IT projects for system integration related to insurance. • People Management Skills <p>Preferred:</p> <ul style="list-style-type: none"> • Working experience on general insurance, product configuration tools. • Working experience on eBaoTech General System will be an advantage • Preferred with basic working experience in Oracle, PLSQL & Java. 	
Location		
MUMBAI		
Key Responsibility of the Role		
<p>The strategic intent of this position is to enable the organization to roll-out products at a fast pace. The key role of this position is to design, develop and launch general insurance products. The position will work as a product configuration specialist to manage the entire product life cycle of general insurance products with a very good understanding of general insurance products and an ability to implement products (including their structure, business logic and rules). The position will be required to liaise closely with the Technology Partners, Business Stakeholders and other allied teams from the IT departments.</p> <p>This role will be measure by Quality, Speed of Delivery & User Satisfaction.</p>		
Sr.	Key Responsibilities	
1.	To build a good service relationship with Business Stakeholders & manage Business and IT expectation.	
2.	Ensure quality delivery of configuration design documents.	
3.	Design of insurance products as per product specification documents (Structure, User Interface layouts, Premium calculation logic and Business rules).	

4.	Formulate product development plan, test strategies, product specification documents, integration requirements & their review.
5.	Prepare and execute tests related to products configured
6.	Resolve product related defects identified during product testing in close association with the testing team
7.	Ensure that systems, processes and methodologies as specified are followed to ensure effective monitoring, control and support of service delivery.
8.	Identify customization needs, resolve functional gaps & collaborate with Technology Partners.
9.	Work closely with Business Analysis Team to align the product as per the Business Processes

Technical Skills

Skill	Attribute
Software knowledge in PLSQL & Java	Basic knowledge of Oracle, PLSQL & Java will be an advantage
Business Analysis Methodologies	Should have knowledge of business analysis methodologies and tools. Should have knowledge of tools for requirement gathering, user acceptance testing, defect tracking etc.
Mathematical & Actuarial Functions	Understanding of Mathematical & Actuarial Functions used in premium calculations will be an advantage

Behavioural Skills

Skill	Attribute
Interpersonal skills	<ul style="list-style-type: none"> Strong interpersonal skills and a people's person. Establish and maintain good relationships with senior executives, key stakeholders, business analyst teams and external service providers.
Problem solving	<ul style="list-style-type: none"> Ability to identify issues and resolve them in a timely and effectively through innovative ideas. Exhibits confidence and an extensive knowledge of emerging industry practices when solving business problems.
Communication skills	<ul style="list-style-type: none"> Strong communication skills (read, write and speak) including good listening skills. Good knowledge of English and at least one regional language. Assist in the facilitation of stakeholder meetings. Experience and understanding of communicating difficult/sensitive information tactfully.
Decision making	<ul style="list-style-type: none"> Strong leadership skills with the ability to make concrete and timely decisions in critical times.

POSITION ID	JOB TITLE	WILL REPORT TO
ITS05033	Senior Manager – Business Solutions Group	Assistant Vice President – Business Solutions Group
ELIGIBILITY		
Required Qualification		Required Experience
<p>Essential:</p> <ul style="list-style-type: none"> • Graduation in any discipline • In-depth knowledge of Accounting & Finance in GI industry <p>Preferred:</p> <ul style="list-style-type: none"> • Certified Chartered Accountants will have an advantage • Knowledge of international accounting standards • Certification in General Insurance such as Licentiate / Associate / Fellow from a recognised and reputed institution. • Degree or certified courses in business information systems or in business administration • Post graduate degree or diploma in business administration • Engineering / IT Degree qualifications. • A combination of the above qualifications will be an advantage 		<p>Essential:</p> <ul style="list-style-type: none"> • 3 to 8 years relevant work experience • 2 to 5 years of relevant professional experience in the Finance Department of a general insurance company or BFSI vertical of an IT organisation in BA role • Experience in interacting closely with various business groups of the organisation and managing external service providers • Experience in implementation of and/or working on accounting and Financial software packages in GI industry <p>Preferred:</p> <ul style="list-style-type: none"> • Hands-on experience in insurance accounting & Finance functions of GI company and/or Investment management function • Hands on experience in Oracle Financials & Mfunds will be an advantage
Location		
MUMBAI		
Key Responsibility of the Role		
<p>The key role of this position is to act as a liaison between the business users in the organization and the software development team to ensure that the assigned business requirements are designed, tested and implemented appropriately. The measure of success in this role is the business owner satisfaction. The role involves business analysis and requirements gathering, analyzing business needs, documenting gaps and developing functional requirements for solutions according to the project schedule. Maintain positive working relationships with internal customers, and promote teamwork in problem resolution. Participate in all stages of the project lifecycle including pre-production stages like Development & SIT, User Acceptance Testing and training, when appropriate as well as BAU support for post-production.</p>		
Sr.	Key Responsibilities	

1	Collect, document, and analyze business requirements, clearly stating project scope, current process and proposed solutions with appropriate recommendations for system changes.
2	Work closely with both the business and IT teams and ensure business requirements are clearly and effectively articulated in a timely and efficient manner.
3	Develop and implement business-testing strategies, by translating business requirements into test plans and analyze results as compared to business requirements.
4	Coordinate and participates in the testing processes including user acceptance, integration testing and regression testing.
5	Work closely with business partners and IT Managers focusing on producing quality deliverables and ensuring business requirements are implemented successfully in an efficient and effective manner.
6	Serve as the bridge between business groups and individuals, and IT and ensure the communication channel is effectively managed.
7	Constantly seek feedback from business on IT and its processes and provide the feedback to IT and ensure that the feedback is implemented to improve IT delivery.
8	Provide project updates to business users.

Technical Skills

Skill	Attribute
Microsoft Office Tools	Should be proficient in the use of tools such as MS Excel, Visio, & Project
Business Analysis Methodologies	Should have knowledge of business analysis methodologies and tools. Should have knowledge of tools for requirement gathering, user acceptance testing, defect tracking etc.

Behavioural Skills

Skill	Attribute
Interpersonal skills	<ul style="list-style-type: none"> Strong interpersonal skills and a people's person. Establish and maintain good relationships with senior executives, key stakeholders, business analyst teams and external service providers.
Communication skills	<ul style="list-style-type: none"> Strong communication skills (read, write and speak) including good listening skills. Good knowledge of English and at least one regional language. Assist in the facilitation of stakeholder meetings. Experience and understanding of communicating difficult/sensitive information tactfully.
Problem solving	<ul style="list-style-type: none"> Ability to identify issues and resolve them in a timely and effectively through innovative ideas. Exhibits confidence and an extensive knowledge of emerging industry practices when solving business problems.
Decision making	<ul style="list-style-type: none"> Strong leadership skills with the ability to make concrete and timely decisions in critical times.

POSITION ID	JOB TITLE	WILL REPORT TO
ITS05032	Manager – Business Solutions Group	Senior Manager – Business Solutions Group

ELIGIBILITY

Required Qualification	Required Experience
<p>Essential:</p> <ul style="list-style-type: none"> • Graduation in any discipline • In-depth knowledge of any or multiple functions in insurance like Sales & Marketing, Underwriting, Claims, Re-insurance, Accounting & Finance, Operations, Actuarial, MIS & Reports with good experience in Personal Lines and/or Commercial Lines of products. <p>Preferred:</p> <ul style="list-style-type: none"> • Certification in General Insurance such as Licentiate / Associate / Fellow from a recognised and reputed institution. • Degree or certified courses in business information systems or in business administration • Post graduate degree or diploma in business administration • Engineering / IT Degree qualifications • A combination of the above qualifications will be an advantage 	<p>Essential:</p> <ul style="list-style-type: none"> • 3 to 8 years of work experience • 2 to 5 years of relevant experience in the insurance industry or in the general insurance vertical of an IT organisation • Experience in interacting closely with various business groups of the organisation <p>Preferred:</p> <ul style="list-style-type: none"> • Hands-on experience in any or multiple systems like Core Insurance Systems, Workflow systems (BPEL), Rules Engines, Rating Engines, CRM (Seibel CRM), Document Management Systems (Documentum), Financials Systems (Oracle Financial), Investment Management (Mfunds), Data ware-house & business intelligence (OBIEE), Enterprise Data Management (EDM), Master Data Management (SAS-q MDM) & Mobile Solutions. • Hands on experience in eBaoTech Core insurance solutions will be an added advantage • Experience in managing external service providers

Location

MUMBAI

Key Responsibility of the Role

The key role of this position is to act as a liaison between the business users in the organization and the software development team to ensure that the assigned business requirements are designed, tested and implemented appropriately. The measure of success in this role is the business owner satisfaction. The role involves business analysis and requirements gathering, analyzing business needs, documenting gaps and developing functional requirements for solutions according to the project schedule. Maintain positive working relationships with internal customers, and promote teamwork in problem resolution. Participate in all stages of the project lifecycle including pre-production stages like Development & SIT, User Acceptance Testing and training, when appropriate as well as BAU support for post-production.

Sr.	Key Responsibilities
1	Collect, document, and analyze business requirements, clearly stating project scope, current process and proposed solutions with appropriate recommendations for system

	changes.
2	Work closely with both the business and IT teams and ensure business requirements are clearly and effectively articulated in a timely and efficient manner.
3	Develop and implement business-testing strategies, by translating business requirements into test plans and analyze results as compared to business requirements.
4	Coordinate and participates in the testing processes including user acceptance, integration testing and regression testing.
5	Work closely with business partners and IT Managers focusing on producing quality deliverables and ensuring business requirements are implemented successfully in an efficient and effective manner.
6	Serve as the bridge between business groups and individuals, and IT and ensure the communication channel is effectively managed.
7	Constantly seek feedback from business on IT and its processes and provide the feedback to IT and ensure that the feedback is implemented to improve IT delivery.
8	Provide project updates to business users.

Technical Skills

Skill	Attribute
Microsoft Office Tools	Should be proficient in the use of tools such as MS Excel, Visio, & Project
Business Analysis Methodologies	<ul style="list-style-type: none"> Should have knowledge of business analysis methodologies and tools Should have knowledge of tools for requirement gathering, user acceptance testing, defect tracking etc.

Behavioural Skills

Skill	Attribute
Interpersonal skills	<ul style="list-style-type: none"> Strong interpersonal skills and a people's person. Establish and maintain good relationships with senior executives, key stakeholders, business analyst teams and external service providers.
Communication skills	<ul style="list-style-type: none"> Strong communication skills (read, write and speak) including good listening skills. Good knowledge of English and at least one regional language. Assist in the facilitation of stakeholder meetings. Experience and understanding of communicating difficult/sensitive information tactfully.
Problem solving	<ul style="list-style-type: none"> Ability to identify issues and resolve them in a timely and effectively through innovative ideas. Exhibits confidence and an extensive knowledge of emerging industry practices when solving business problems.
Decision making	<ul style="list-style-type: none"> Strong leadership skills with the ability to make concrete and timely decisions in critical times.

Internal Audit, Control & Risk

POSITION ID	JOB TITLE	WILL REPORT TO
IAC02001	Senior Manager / AVP (Internal Audit & Risk)	SVP (Internal Audit, Control & Risk)
ELIGIBILITY		
Required Qualification	Required Experience	
Graduate / Post Graduate Preferred : MBA (Finance) / CA/ ICWA / Internal Audit qualification	Minimum 7 years experience in Insurance Processes Preferred : Experience in internal Audit in Public sector / Private sector General Insurance company	
Location		
Mumbai Corporate Office		
Key Responsibility of the Role		
<ul style="list-style-type: none"> • To evaluate, benchmark and improve the effectiveness of risk management, control, and governance processes • To formulate and execute the approved risk-based annual audit plan • To report findings and recommendations in an internal audit report on a timely basis for improving the organization's operations, in terms of both efficient and effective performance • To ensure all audit findings and recommendations are implemented on target completion date and to escalate any significant concerns • To conduct regional & central reviews in order to assess compliance to laid out processes • To co-ordinate and assist the audit activities organized by the external auditors, local regulatory authorities, and Head Office • To evaluate regulatory compliance program with consultation from legal counsel • To evaluate the organization's readiness in case of business interruption • To provide support to the company's anti-fraud programs • To implement Anti money laundering guidelines. • Any other duties assigned in the scope of Risk management and internal audit. 		

POSITION ID	JOB TITLE	WILL REPORT TO
IAC04002	Sr. Executive / Assistant Manager –Internal Audit	DM (Internal Audit)
ELIGIBILITY		
Required Qualification	Required Experience	
<p>Essential</p> <p>A Graduate Degree in any field.</p> <p>Preferred:</p> <p>Insurance/ Internal Audit Qualifications</p>	<p>3+ years of internal audit experience</p> <p>The candidate should :</p> <ul style="list-style-type: none"> - Be self- driven and a proactive learner. - Display a positive and objective attitude. - Have good interpersonal and communication skills - Possess adequate IT skills and capable of working in an IT driven environment. - Have diligent and accurate recording and reporting skills. <p>Display ability to be a team player</p> <p>Audit experience in General Insurance preferred.</p>	
Location		
Mumbai Corporate Office		
Key Responsibility of the Role		
<p>Key Responsibilities</p> <ul style="list-style-type: none"> • To conduct reviews as allotted. • To report findings and recommendations in an internal audit report on a timely basis for improving the organization’s operations, in terms of both efficient and effective performance • To follow-up audit findings and recommendations as per target completion date. • To escalate any significant concerns • To co-ordinate and assist the audit activities organized by the external auditors, regulators etc. • To assist with filing, indexing of audit reports, recommendation trackers, action taken reports. • To assist in follow-up of audit issues, closure of audit reports. • To assist in review of Audit Manual / Audit Policy / other process documents • Any other duties assigned in the scope of Risk management and internal audit. 		

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Operations

POSITION ID	JOB TITLE	WILL REPORT TO
OPS03005	Branch Operations Head (Grade: Asst. Manager/Sr. Executive)	AVP – Branch Operations
ELIGIBILITY		
Required Qualification		Required Experience
<p>Essential – Graduation/Post Graduation in any faculty from a recognised University/Institution. Strong knowledge of various technology platforms and orientation to modern word-processing and spreadsheet tools.</p> <p>Preferred – Insurance qualifications like Licentiate/Associate from Insurance Institute of India or any Diploma or Certification course from reputed University/Institution</p> <p>Proficiency in Word, XL, Power-point, Microsoft Access.</p>		<p>Essential – Minimum 2 years of experience in an Insurance Company/BPO industry.</p> <p>Preferred – Work experience in a General Insurance industry.</p>
Location (No. Of Vacancies : 10)		
Cannanore (Kannur) : (1), Kolhapur (1) , Kanpur (1), Thane (1), Agra (1), Gwalior (1), Jamshedpur (1), Rajkot (1), Mysore (1) and Tiruchirapally (1)		
Key Responsibility of the Role		
<ol style="list-style-type: none"> 1. Implement work processes; make use of Company’s systems and software for issuance of policies, post policy endorsements and servicing for all lines of business from the location. 2. Provide live support to Customer Service Executives on Technical, Systems and IT issues to resolve their matters & timely escalate the same to relevant authorities to provide fast solutions. 3. Define KRAs, KPIs, targets, performance measures for Team and monitor productivity on a scheduled basis. 4. Identify training needs, design training courses, set training schedules, and conduct training sessions for the Operations team in branches. 5. Report to superiors on defined frequency in the manner laid down. 6. Ensure a zero defect policy issuance and post policy issuance activities. 7. Provide efficient Claims services, smooth coordination, follow-up and assistance to service providers. 8. Manage facilities and general administration of the office for smooth business environment and ensure legal and statutory obligations are met at all times. 9. Provide IT, Training, Logistics support to SBI Branches and other Intermediaries for business growth. 10. Support HO-HR in implementation of HR administration at the location. 11. Identify process deficiencies and hindrances, do root cause analysis, work solutions and discuss them with superiors. 12. Play a change manager while implementing new processes when called for. 		

POSITION ID	JOB TITLE	WILL REPORT TO
OPS04003	Customer Service Executive	Branch Operations Head
ELIGIBILITY		
Required Qualification		Required Experience
<p>Essential: Graduation in any discipline from a recognised University/Institution. Good typing skills and orientation to modern word-processing and spreadsheet tools</p> <p>Preferred: Insurance qualifications like Licentiate/Associate from Insurance Institute of India or any Diploma or Certification course from reputed University/Institution</p> <p>Proficiency in Word, XL, Power-point, Microsoft Access and work experience on different General Insurance software platforms</p>		<p>Essential: Minimum six months of experience in working in a clerical/administrative role in a service sector organisation</p> <p>Preferred: Work experience in a General Insurance in Data Entry/Executive profile in Policy Issuance or Claims Processes</p>
Location		
<p>Mumbai, New Delhi, Kolkata, Chennai, Hyderabad, Ahmedabad, Bangalore, Jaipur, Bhubaneswar, Goa, Guwahati, Lucknow, Nagpur, Patna, Pune, Trivandrum, Ranchi, Kochi, Baroda, Indore, Dehradun</p> <p>(1 vacancy at each location)</p>		
Key Responsibility of the Role		
<ol style="list-style-type: none"> 1. Timely & Accurate Issuance of insurance Policies/Endorsements of SBI General's products using Company prescribed software solutions and in the process laid out on time and ensuring quality of documents. 2. Quality check, monitor pendency and defects on daily basis. Ensuring error free processing of documents at all levels 3. Scan images, generate receipts & banking, give acknowledgements and issue other documents on formats and templates prescribed by the Company. 4. Maintain databases, records, file papers, retrieve as required. 5. Interact with Customers, Relationship Managers, Agents and such other related parties, if required, and support them on sales and service requirements. 6. Maintain records of all activities, jobs, services rendered. 7. Support the reporting authorities in maintaining of office premises, vendor / supplier management and work-environment. 		

POSITION ID	JOB TITLE	WILL REPORT TO
OPS05001/ OPS05002	Customer Support Executive/Customer Support Representative Grade –Executive/Executive Assistant	Asst. Manager - Voice/ Non- Voice (Contact Centre)
ELIGIBILITY		
Required Qualification	Required Experience	
<p>Essential – Higher Secondary Education/Senior Secondary Education (12th Pass).</p> <p>Preferred – Graduation in any discipline from a recognised University/Institution. Insurance qualifications like Licentiate/Associate from Insurance Institute of India or any Diploma or Certification course from reputed University/Institution. Good typing skills and knowledge of MS office and/or any data capture or communication tool.</p> <p>Proficiency in MS office.</p>	<p>Essential –Fresher’s can apply for this position. Good Communications skills in English and Hindi are mandatory.</p> <p>Preferred – Work experience in a General Insurance Process in a BPO, as a contact centre executive. Good Communications skills in Marathi will be an added advantage.</p> <p>Only Mumbai based candidates need to apply for these positions.</p>	
Location (No. of Positions)		
Mumbai (4)		
Key Responsibility of the Role		
<ol style="list-style-type: none"> 1. Incumbent will be required to take/make Inbound/Outbound calls handle incoming contacts through various channels & capture the QRC (i.e. Query Request Complaint) on each call/contact/transaction. 2. For Voice - Take inbound calls & capture the QRC on each call. Also would be required to capture the ‘Voice of the Customer’ (VoC) on each call, in form of short SMS format notes. 3. For Non- voice – Handle incoming contacts with high level of accuracy & complete the transaction within set timelines. 4. Follow the QRC procedure on each call/contact and provide accurate information. 5. Should demonstrate high customer focus by escalating & following upon the TAT burst cases, ensuring speedier resolution to the Customers. 6. Maintain databases, records, file papers, and retrieve as required. 7. Deliver on the contact centre KPI’s set by the Company. 8. Should possess good communication and interpersonal skills. 9. Support the reporting authorities in maintaining office premises and work-environment. 10. Incumbent will be required to work in shifts, in line with business requirements. 		

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Sales & Marketing

Position ID	Job Title	Reporting to
DIS02007	Branch Sales Head (in the grade of Senior Manager/Manager)	SVP (Sales & Marketing) or a person nominated by him
Eligibility		
Required Qualifications	Required Experience	
Graduation in any stream	Minimum of 5 years experience in marketing with at least 4 years in General Insurance industry	
Desired Qualification	Desired Experience	
Post Graduate/MBA with specialization in Marketing or Finance/AIII/FIII	Minimum of 10 years experience in marketing & sales with at least 6 years in General Insurance industry	
Locations		
Thane(1), Jamshedpur(1), Jabalpur(1), Julandhar(1), Madurai (1), Hubli (1), Gwalior(1), Agra(1), Rajkot(1), Mysore(1), Tiruchirapali(1), Nasik(1)		
Key Responsibility of the role		
<ul style="list-style-type: none"> • Analysing general insurance business potential, planning and executing strategies to drive distribution through banc assurance and agency channel, broker and direct channels for various segments(corporate, SME, retail) and products. • Building general insurance business through SBI branch network, SBI Credit Processing Centres and SBI subsidiary and associate companies • Driving branch team towards budgeted GWP achievement and ensuring budgeted GWP is achieved in all segments and all products • Preparing & monitoring periodic sales targets & driving sales initiatives to achieve business goals • Planning & organizing product promotion activities in co-ordination with marketing also finalizing new strategies for product launch • Identifying, enrolling and motivating potential SPs/Agents to generate general insurance business • Playing active role in recruitment of suitable candidates and recommending potential candidates for final round of interview • Identifying and pursuing new business opportunities within the designated branch region • Organizing regular training programs for Channel Partners and sales team using effective sales presentation techniques • Analyzing claim ratios for different products in various channels and ensuring increased focus on products with higher profitability and thereby increasing profitability of the location/unit • Ensure required rate adequacy is maintained across various segments in designated branch. • Ensure employees at branch understand and institute levels of customer-service and quality-of-service consistent with stated goals 		

Retail Sales

Position ID	Job Title	Will Report to
DIS06032	Assistant Manager - Bancassurance (Retail)	Senior Manager/Manager/Deputy Manager - Retail at SBI General Branch
Eligibility		
Required Qualifications	Required Experience	
Graduate/Post Graduate/MBA with specialization in Marketing/AIII	Minimum 2 years experience in the General Insurance industry.	
Key Responsibility of the role		
<ul style="list-style-type: none"> • Ensuring strong relationship with bank branches and credit processing centres • Regular product and soft skill training to specified persons across branch network of the bank and credit processing centres • Should ensure effective launch of all promotional campaigns in the channel • Should devise strategy to ensure high product penetration in the Segment • Regular review of sales team and Bancassurance partner in understanding product penetration • Driving & monitoring the sales force for achievement of the budget. 		
Location		
Aurangabad (1)		

Position ID	Job Title	Will Report to
DIS09042	Unit Manager Agency Retail (Executive/Senior Executive)	Assistant Manager/Deputy Manager/Manager Retail at SBI General Branch
Eligibility		
Required Qualifications	Required Experience	
Graduate/Post Graduate/MBA with specialization in Marketing/All	Minimum of 2 years experience in marketing with at least 1 year in Insurance industry	
Key Responsibility of the role		
<ul style="list-style-type: none"> • Identifying and enrolling potential/ existing agents/ auto dealers/ travel agents in the respective area to build retail business • Ensuring IRDA certification/ license of each acquired agent • Ensure activation of each acquired agents by working very closely with all agents • Activate licensed agents through mobilization of minimum premium in stipulated time • Agent performance tracking should be done regularly on assigned parameters • Maximize mobilization through regular follow-ups & strengthening of relationships with agents • Ensuring constant updating of team and agent's knowledge on new products and underwriting policies • Should ensure effective launch of all promotional campaigns in the channel 		
Location		
Chandigarh(1), Coimbatore(1), Erode(1), Tirupur(1), Nagpur (1), Jodhpur (1), Siliguri (1), Bangalore(1)		

POSITION ID	Job Title	Will Report to
DIS09040	Executive (Retail)	Assistant Manager/Deputy Manager in the Branch
Eligibility		
Required Qualifications	Required Experience	
Graduate/Post Graduate/MBA with specialization in Marketing/AIII	0-2 years experience in a Financial Sector. Persons having knowledge of General Insurance will be preferred. Knowledge of MS Excel will be preferred. Experience in Banc assurance channel in any General Insurance company will be preferred.	
Key Responsibility of the role		
<ul style="list-style-type: none"> • Responsible for selling SBI General Retail products like Long Term Home, Loan Care etc. through 2 channels: <ul style="list-style-type: none"> ○ SBI Retail credit Processing Centre ○ SBI Loan disbursal branches • Responsible for attaining maximum penetration in both the channels • Responsible for process adherence as per SBI General guidelines and flawless documentation <ul style="list-style-type: none"> ○ Capturing complete and correct data from the customer ○ System entry of the data ○ KYC norm implementation where applicable • Responsible for handling customer query and complaint in the channel where he/she is posted 		
Location		
Allapuzha (1), Kannur (1), Trissur(1), Pali (1), Goa(3), Udaipur (1), Siliguri (1), Shimla (1), Panchkula(1), Coimbatore (2 : Madurai + Tirunelveli)		

Position ID	Job Title	Will Report to
DIS06033	Assistant Manager – Agency (Retail)	Senior Manager/Manager/Deputy Manager - Retail at SBI General Branch
Eligibility		
Required Qualifications	Required Experience	
Graduate/Post Graduate/MBA with specialization in Marketing/AIII	Minimum of 3 years experience in marketing with at least 1 year in Insurance industry.	
Key Responsibility of the role		
<ul style="list-style-type: none"> • Identifying and enrolling potential/ existing agents/ auto dealers/ travel agents in the respective area to build retail business • Ensuring IRDA certification/ license of each acquired agent • Induction/training of each acquired agent on product and processes • Ensure activation of each acquired agents by working very closely with all agents • Activate licensed agents through mobilization of minimum premium in stipulated time • Agent performance tracking should be done regularly on assigned parameters • Maximize mobilization through regular follow-ups & strengthening of relationships with agents • Balance agency channel's portfolio within various classes of business and ensure profitability • Ensuring constant updating of team and agent's knowledge on new products and underwriting policies • Should ensure effective launch of all promotional campaigns in the channel 		
Location		
Ranchi (1). Udaipur (1), Tirupathi (1)		

SME Sales

Position ID	Job Title	Will Report to
DIS06031	Assistant Manager - Bancassurance (SME - Small and Medium Enterprise)	Senior Manager/Manager/Deputy Manager - SME at SBI General Branch
Eligibility		
Required Qualifications	Required Experience	
Graduate/Post Graduate/MBA with specialization in Marketing/AIII	Minimum 2 years experience in the General Insurance industry.	
Key Responsibility of the role		
<ul style="list-style-type: none"> • Ensuring strong relationship with bank branches and credit processing centres • Regular product and soft skill training to specified persons across branch network of the bank and credit processing centres • Should ensure effective launch of all promotional campaigns in the channel • Should devise strategy to ensure high product penetration in the Segment • Regular review of sales team and Bancassurance partner in understanding product penetration • Driving & monitoring the sales force for achievement of the budget. 		
Location		
Ranchi (1), Cochin (1), Siliguri (1), Mumbai (1), Nasik(1), Kolhapur (1)		

Position ID	Job Title	Will Report to
DIS09043	Unit Manager Agency (SME – Small & Medium Enterprise) (Executive/Senior Executive)	Assistant Manager/Deputy Manager/Manager SME at SBI General Branch
Eligibility		
Required Qualifications	Required Experience	
Graduate/Post Graduate/MBA with specialization in Marketing/AIII	Minimum of 2 years experience in marketing with at least 1 year in Insurance industry	
Key Responsibility of the role		
<ul style="list-style-type: none"> • Identifying and enrolling potential/ existing agents/ auto dealers/ travel agents in the respective area to build agency business • Ensuring IRDA certification/ license of each acquired agent • Ensure activation of each acquired agents by working very closely with all agents • Activate licensed agents through mobilization of minimum premium in stipulated time • Agent performance tracking should be done regularly on assigned parameters • Maximize mobilization through regular follow-ups & strengthening of relationships with agents • Ensuring constant updating of team and agent's knowledge on new products and underwriting policies • Should ensure effective launch of all promotional campaigns in the channel 		
Location		
Dehradun(1),Hyderabad(1), Vizag(1), Bhopal(1), Chandigarh(1), Trivandrum(1), Pune(1), Indore (1)		

POSITION ID	Job Title	Will Report to
DIS09041	Executive (SME - Small & Medium Enterprise)	Assistant Manager/Deputy Manager SME in the Branch
Eligibility		
Required Qualifications	Required Experience	
Graduate/Post Graduate/MBA with specialization in Marketing/AIII	0-2 years experience in a Financial Sector. Persons having knowledge of General Insurance will be preferred. Knowledge of MS Excel will be preferred. Experience in Banc assurance channel in any General Insurance company will be preferred.	
Key Responsibility of the role		
<ol style="list-style-type: none"> 1. Developing relationship with Bank's staff at SBI's Credit Processing Centres. Coordinating with SPs, for getting detailed information for quote generation. 2. Keeping a track of Renewals as well as new loan sanctions and arranging for Insurance quotation for the same. 3. Capturing data in system for quote after creating customer ID/supporting the SPs on the same. 4. Ensuring relevant details are transmitted to SBI General for policy issuance. 5. Regular follow up with SPs on conversion of leads 		
Location		
Kottiyam (1), Kollam (1), Trissur(1), Jodhpur (3), Dehradun(2), Udaipur (1), Ludhiana (1), Patiala (1), Bhatinda (1), Yamunanagar(1), Amritsar (1), Panipat (1)		

Position ID	Job Title	Will Report to
DIS06034	Assistant Manager - Agency (SME)	Senior Manager/Manager- SME at SBI General Branch
Eligibility		
Required Qualifications	Required Experience	
Graduate/Post Graduate/MBA with specialization in Marketing/AIII	Minimum of 4 years of experience in Marketing with at least 2 years experience in the General Insurance industry.	
Key Responsibility of the role		
<ul style="list-style-type: none"> • Market Mapping, Identifying and enrolling potential/ existing agents in the respective area to build SME business • Ensuring IRDA certification/ license of each acquired agent • Induction/training of each acquired agent on product and processes • Guide the agents to maximize business procurement and ensure superior customer service licensed agents through mobilization of minimum premium in stipulated time • Regular Agent performance tracking on assigned parameters relating to company's underwriting guidelines & sales targets • Ensuring constant updating of team and agent's knowledge on new products and underwriting policies. • Ensure profitability of the channel 		
Location		
Bhubaneswar(1), Lucknow(1), Patna(1), Hyderabad(1), Mumbai (1), Dehradun(1), Tirupati(1), Jodhpur(1), Udaipur(1), Bangalore(1), Chandigarh (1), Coimbatore (1), Jaipur(1), Vizag(1), Ranchi(1)		

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