

# St. MARTIN'S ENGINEERING COLLEGE

Dhulapally, Secunderabad – 500100

## DEPARTMENT OF TRAINING & PLACEMENTS

### CIRCULAR

Date: 20-03-2019.

We are happy to inform you that Training and placement Cell hosting **ICICI Bank** On-Campus recruitment drive for MBA (All Branches) 2019 batch, on 29<sup>th</sup> March 2019 (Friday)

**About Us:** ICICI Bank is India's largest private sector bank with total consolidated assets of Rs. 11,242.81 billion (US\$ 172.5 billion) at March 31, 2018 and profit after tax of Rs. 67.77 billion (US\$ 1.0 billion) for the year ended March 31, 2018. ICICI Bank currently has a network of 4,867 Branches and 14,367 ATMs across India.

Visit us: <https://www.icicibank.com>

#### JOB DESCRIPTION

**Name of the Company:** **ICICI Bank Ltd.**

**Date of Drive & Reporting Time:** **29<sup>th</sup> March 2019 (Friday).**

**Venue:** **Central Placement Office, 2<sup>nd</sup> Floor, Dr.APJ Abdul Kalam Block, SMEC.**

**Eligibility Criteria:** **MBA (All Branches) No percentage criteria.**

**Job Location:** **Hyderabad,**

**Designation:** E-Relationship Manager

**CTC:** **3.20 Lakhs**

1. Online Applications:

Please ensure that the students apply asap.

The steps to apply online are as follows:

- Please visit the Campus Recruitment link on <https://www.icicicareers.com/Careers/CP/NewRegistration.aspx>
- Submit your resume on the link "Apply".
- After completion of the resume, click on "Submit Resume".
- Wait for a message that your resume has been submitted successfully.
- A confirmatory mail will be sent to you on successful application.
- A Login Id will be allotted on successful application, the applicant is requested to retain this Id for future and mention the same in all the correspondences to us.

Please find attached the excel sheet which needs to be completed in all respects (wherever applicable). Please follow the instructions as given in the datasheet while providing the details. Also find attached the PPT containing pertinent details regarding the organization which can be perused for additional information

2. Service Profiler Test:

Using the same registration link:

<https://www.icicicareers.com/Careers/CP/NewRegistration.aspx>

**Position Title:** E-Relationship Manager

**Job Description:**

- Build and deepen relationships with customers to achieve increase in share of wallet and revenues through the phone banking channel
- Provide professional customer service to achieve high customer satisfaction and retention
- Have complete knowledge of customer base in terms of the profile, demographics and assets in the bank
- Serve as one-point contact to the mapped customers of the bank
- Cross selling of new products and services for both new and existing customers
- Providing advisory for various products offered by Banks to enhance relationship value
- Develop and maintain banking relationships with select group of customers through individualized customer service
- Generate new business to achieve defined targets in terms of no of customers, volumes and revenue for the segment
- Achieve the budgeted cross sell targets
- Ensure coverage of customer base in accordance with business plans

**Key skills:**

Ability to manage relationships to improve relationship value of existing Clients

Aptitude towards delivering high quality customer service with good organizational and interpersonal skills

Excellent communication Skills

Self-driven with sales bent of mind

**Locations: Hyderabad**

**Selection Process: 1. Registration**

**2. Sales profiler Test**

**3. Personal interview**

**Tentative Joining: Immediate**

**Bond: No**

CC to: The Chairman & Executive Director

TPO

Director – CR

Principal