

Kotak Mahindra Bank Job Seeker – Bank Jobs In Video KYC Associate Post

Hiring organization
Kotak Mahindra Bank

Job Location

India
Remote work from: IND

Date posted
February 9, 2024

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Valid through
31.08.2024

Base Salary

USD 16 - USD 27

APPLY NOW

Qualifications

Graduate

Employment Type

Full-time

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Description

Kotak Mahindra Bank

As a Video KYC Associate, you'll play a crucial role in onboarding new customers to Kotak Mahindra Bank's digital platforms through our innovative video KYC process. You'll be responsible for conducting video calls with customers, guiding them through the KYC verification process, and ensuring a smooth and efficient experience. Your dedication and expertise will be instrumental in driving customer satisfaction and fostering long-lasting relationships with the bank.

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Kotak Mahindra Bank Jobs Near Me

Responsibilities:

- Conduct video calls with customers to complete their KYC verification process.
- Guide customers through the KYC process clearly and patiently, ensuring they understand each step.
- Verify customer identity documents and address discrepancies promptly.
- Capture high-quality photos and videos of customer documents for KYC compliance.
- Maintain accurate records of KYC interactions and adhere to all regulatory requirements.
- Escalate complex cases to senior associates for resolution.
- Contribute to the continuous improvement of the video KYC process by providing feedback and suggestions.

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Kotak Mahindra Bank Careers

Skills:

- Excellent communication and interpersonal skills, with the ability to build rapport with customers over video calls.
- Strong analytical and problem-solving skills to identify and address potential issues during the KYC process.
- Proficiency in using video conferencing platforms and other digital tools.
- Ability to work independently and as part of a team, meeting deadlines and targets consistently.
- Strong attention to detail and accuracy.
- Adaptability and willingness to learn new technologies and processes.

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