



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

SBI General/Recruitment/2013-14

Dated: 31<sup>st</sup> Oct 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 Human Resource & Learning](#)

[Current Vacancies in Information Technology](#)

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

[Current Vacancies in Legal, Secretarial & Compliance](#)

[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](#)

[Current Vacancies in Strategy, Information & Performance](#)

**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 **8<sup>th</sup> Nov 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
CLM05015	Executive/Senior Executive-Assessing	Manager/Sr. Manager –Assessing
<b>ELIGIBILITY</b>		
Required Qualification	Required Experience and Skills	
<p>A degree or diploma in Automobile/Mechanical Engineering or Graduate together with 3+ year's relevant experience in automobile accidental repair industry. IRDA survey licence holders would be preferred.</p>	<p>1-3 years experience in handling motor insurance claims / motor loss assessing either in an insurance company or as an independent surveyor or in Accident section of a reputed automobile dealer. Having knowledge of automobiles, economical repair practices, and motor insurance and allied areas.</p> <p>Should possess pleasing personality with good communication and negotiation skills. Should be hard working and focussed to achieve assigned targets.</p>	
Location		
DELHI(1), JAIPUR (1), NAGPUR(1), MUMBAI(1), INDORE(1), PATNA(1)		
Key Responsibility of the Role		
<ol style="list-style-type: none"> <li>1. To survey &amp; assess damage in order to mitigate loss on behalf of the Company.</li> <li>2. 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.</li> <li>3. 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.</li> <li>4. 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.</li> </ol>		

<b>POSITION ID</b>	<b>JOB TITLE</b>	<b>WILL REPORT TO</b>
CLM03006	Manager/Sr. Manager Commercial Claims	AVP Claims Operations
<b>ELIGIBILITY</b>		
<b>Required Qualification</b>	<b>Required Experience</b>	
Graduate Degree with insurance qualification preferred.	5- 7 years general insurance experience in Commercial claims at a managerial level. Sound knowledge of the insurance industry including claims processes. Account/Broker Management Experience preferable.	
<b>Location(s)</b>		
Mumbai		
<b>Key Responsibility of the Role</b>		
<p>Manage a claims unit of all Commercial Products ensuring claims are processed in a cost effective way, claims service standards are met and customers receive a good claims experience. Implement strategies to ensure staff development, engagement and performance. Manage the commercial claims operations to achieve goals and objectives as set by the business including key performance indicators (KPI's) relating to claims costs, potential recovery, customer service levels and cycle times. Experience in managing relations with brokers, large corporate customers and complex commercial claims are imperative.</p>		

<b>POSITION ID</b>	<b>JOB TITLE</b>	<b>WILL REPORT TO</b>
<b>CLM05002</b>	Assistant Manager – Personal Accident	Deputy Manager/Manager Health Claims
<b>ELIGIBILITY</b>		
<b>Required Qualification</b>	<b>Required Experience</b>	
Graduate Degree	3+ years experience in management of Personal Accident/Health Claims with TPA/ General/Heath Insurance Companies or Hospital Management preferable. Sound knowledge of health industry practices and stakeholders management.	
<b>Location</b>		
MUMBAI		
<b>Key Responsibility of the Role</b>		
<p>The purpose of the role is to process and manage all Personal Accident, Hospital Cash, Critical Illness and the like claims and analysing data to support effective cost control. Responsibilities include:</p> <ul style="list-style-type: none"> <li>• Proactive claims management of Personal Accident Claims in line with the claims service proposition</li> <li>• Analysing Personal Accident claims trends across various channels and providing feedback and recommendations to claims and underwriting;</li> <li>• Coordination with Claims investigation agencies on reporting, MIS</li> <li>• Reporting and MIS collation for PA claims.</li> <li>• Monitoring claim trends and identify fraud indicators and take appropriate action.</li> <li>• Claims communication monitoring involving documentation and call center queries resolution.</li> <li>• Identify Personal Accident best practices across the claims business and offer solutions to be implemented.</li> </ul>		

POSITION ID	JOB TITLE	WILL REPORT TO
CLM02002	Vice President Claims - Corporate Operations	SVP – Claims (Head of the Department)
ELIGIBILITY		
Required Qualification	Required Experience	
Bachelor with Insurance industry experience. Preferred management or equivalent degree. Preferred insurance qualification	<b>Essential</b> 10 yrs + total experience <b>Preferred</b> – 7 years experience in General Insurance Industry. Extensive management experience in the insurance industry at a senior level – 5 years Experience in dealing with supply chain issues and potentially adversarial stakeholders – 5 years	
Location		
Mumbai - Corporate Office		
Key Responsibility of the Role		
<p><b>Supply Chain Management –</b></p> <ul style="list-style-type: none"> <li>Develop Supply Chain Strategies for the Claims business that enhance the relationship with suppliers</li> <li>Develop new initiatives to meet the changing needs of the internal and external market in a timely and facilitative manner</li> <li>Ensure strategic sourcing and ongoing contract management leverage greatest potential commercial advantage for SBI General</li> </ul> <p><b>Manage Corporate Operations</b> (Health &amp; Litigation &amp; Centralised Claims-Overseas marine and travel)</p> <p><b>Business Planning and Budgeting –</b></p> <ul style="list-style-type: none"> <li>Develop, negotiate operational plans for the supply chain function that are consistent with Claims objectives and are characterised by ‘stretch’ KPIs</li> <li>Develop and implement budgets that ensure the team meets immediate and long term commercial objectives</li> </ul> <p><b>Leadership –</b></p> <ul style="list-style-type: none"> <li>Lead a team to ensure all staff has the have the skill, cohesion and engagement to effectively manage the Corporate Operations.</li> <li>Maintain a strong insight into people metrics and take action where necessary</li> </ul> <p><b>Internal Stakeholder management</b></p> <ul style="list-style-type: none"> <li>Build and maintain a mutually supportive, consistent and transparent relationships with other Senior Claims managers and relevant stakeholders across SBI General Insurance</li> </ul>		

<b>POSITION ID</b>	<b>JOB TITLE</b>	<b>WILL REPORT TO</b>
CLM05016	Assistant Manager -Assessing	Senior Manager-Assessing
<b>ELIGIBILITY</b>		
<b>Required Qualification</b>	<b>Required Experience</b>	
Automobile/Mechanical Engineering Degree or Diploma With Surveyors licence	<p>3+ years experience in handling commercial vehicle Claims / Assessing / Accidental Repair. Excellent relationship management, analytical &amp; negotiation skills also required to deal with commercial vehicle customers and repairers.</p> <p>Experience and understanding of commercial vehicle motor repair industry including latest repair techniques preferred.</p> <p>Experience in managing team of in house assessors preferred.</p>	
<b>Location</b>		
<b>Delhi</b>		
<b>Key Responsibility of the Role</b>		
<p>You will be required to manage commercial vehicle assessment function at Delhi Branch. You will assist the Sr. Manager in managing motor claims assessment function.</p> <p>You will be required to assess major loss vehicles across the region ensuring claims 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 approving the claim in the system as per sanctioned authority. You will be required to monitor the performance of repairers &amp; external surveyors.</p> <p>To succeed in this role, you must have excellent customer focus, negotiation and communication skills, with strong focus on fraud detection, quick decision-making.</p>		

<b>POSITION ID</b>	<b>JOB TITLE</b>	<b>WILL REPORT TO</b>
CLM06002	Insurance Trainee	Assistant Manager/ Senior Executive Assessing
<b>ELIGIBILITY</b>		
<b>Required Qualification</b>	<b>Required Experience</b>	
Graduate from a recognized University.	Fresher may apply but Candidates with prior general insurance claim experience would be given preference.	
<b>Location</b>		
<b>Delhi</b>		
<b>Key Responsibility of the Role</b>		
Will undergo training in Motor claims department, resolve customer queries & closure of complaints with Contact Centre; follow up with surveyors for survey report and loss reserves.		

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## HUMAN RESOURCE & LEARNING

POSITION ID	JOB TITLE	WILL REPORT TO
HRM04001	HR & Learning Manager	Assistant Vice President – Human Resource
<b>ELIGIBILITY</b>		
<b>Required Qualification</b>		<b>Required Experience</b>
Minimum Graduation degree Post Graduation in Human Resources/ Personnel Management		5-7 years of post qualification experience  Should be preferably from general insurance industry
<b>Location</b>		
<b>Kolkata</b>		
<b>Key Responsibility of the Role</b>		
<p>This position will be an integral part of the HR team and will be responsible for:-</p> <ol style="list-style-type: none"> <li>1. Delivery of Technical Training Programmes</li> <li>2. Key Deliverables of Core HR processes for the region</li> </ol>		
<b>Delivery of Technical Training Programmes</b>		
<ul style="list-style-type: none"> <li>• Delivery of Products, Process &amp; System specific training to SP's/Agents</li> <li>• Should possess in depth technical knowledge of General Insurance products for Retail and should have delivered training at all levels.</li> <li>• Good technical knowledge of some of the following products is essential :               <ul style="list-style-type: none"> <li>○ Long Term Home Insurance</li> <li>○ Health Insurance</li> <li>○ Motor Private Car Insurance</li> <li>○ Motor Two Wheeler Insurance</li> <li>○ Personal Accident</li> <li>○ Baggage Insurance Policy</li> </ul> </li> <li>• Responsible for designing, developing and delivering training programmes.</li> <li>• Good understanding of the different learning methodologies and their effectiveness</li> <li>• Responsible for designing delivery mechanism.</li> <li>• Delivering process training to Claims, Operations &amp; Underwriting Team.</li> <li>• Delivering training on GI Products for Retail to employees</li> <li>• Assessing learning gaps and identification of learning needs</li> <li>• Delivery of new employee orientation program for all new joiners in the region (typically once a month)</li> </ul>		
<p>The role would require the incumbent to travel for about 10-12 days in a month.</p>		
<b>Analysis of Training Needs and Training Evaluation Exercises</b>		
<ul style="list-style-type: none"> <li>• Conducting training evaluation, in line with corporate training evaluation philosophy</li> <li>• Assessment and identification of training needs/gaps for product training</li> </ul>		
<b>Content Creation and Design of Training programmes pertaining to GI Products</b>		
<ul style="list-style-type: none"> <li>• Creation and design of content for the product training programmes</li> <li>• Collaborate with content team in order to improvise and create new learning modules.</li> <li>• Conducting competitor analysis</li> <li>• Work closely with underwriting and sales teams in order to improvise product training design in accordance with changes in the product and customer feedback</li> </ul>		
<b>Execution and Facilitation of Core HR Processes</b>		
<p>Key responsibility areas for the incumbent would include:</p>		
<ol style="list-style-type: none"> <li>1. <b>Talent Acquisition &amp; On Boarding:</b></li> </ol>		

- Responsible for manpower requirements of the region
- Responsible for joining formalities at the base location.
- Work closely with the HR lead at corporate for campus hiring and represent HR in campus recruitments in the region.

## **2. HR Process Facilitation and Training**

- To handhold employees in the region (Branch Manager/ Vertical Heads of Sales, Operations Underwriting and Claims) at the branches in the HR processes, viz.
  - Performance Management System
  - Promotions
  - Confirmations
  - Transfer
  - Relieving
- Process compliance from branches is very important. The role holder will be required to do bottom-up follow-up
- Drive employee engagement activities and culture initiative rollout in the region
- Sensitize employees specially Branch Manager, Branch Ops and Branch Sales Head on labour laws and compliances.
- Required to act as effective back up for HR Business Partner whenever required

## **3. Employee Champion**

- Maintaining employee connect and good employee relations
- Resolving employee queries & grievances
- Provide ground level feedback to Head Office
- Be part of all interviews as HR panel member in I2

### **Project Management of Assigned Projects**

- Overall Project Management of the Learning/ Core HR project assigned to the Role Holder
- Linking the projects to Company's bottom line
- Managing overall Logistics planning & budget.

# INFORMATION TECHNOLOGY

POSITION ID	JOB TITLE	WILL REPORT TO
ITS04022	Manager – Disaster Recovery	Sr. Manager – DC & DR Operations
<b>ELIGIBILITY</b>		
Qualification	Required Experience	
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>Bachelor’s degree in Engineering (IT Discipline)</li> <li>ITIL V3 Foundation Certified.</li> </ul> <p><b>Preferred:</b></p> <ul style="list-style-type: none"> <li>Certified Data Centre Management Professional (CDCMP)</li> <li>CCNA certified</li> </ul>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>Minimum 6 years of experience in implementing and commissioning infrastructure and release projects in a high availability environment with no system down-time during implementations.</li> <li>Sound experience in managing SLAs, contracts, licensing agreements, maintenance agreements, renewals, terms and conditions of the IT partner.</li> <li>Experience in establishing and managing appropriate processes to ensure business and IT continuity</li> <li>Should have past experience to conduct evaluation, analysis and calculation of security risks to prepare for robust Disaster Recovery procedures.</li> <li>Hands on experience in deploying and managing industry standard disaster recovery management software</li> <li>Hands on experience in deploying the ESX infrastructure</li> </ul> <p><b>Preferred:</b></p> <ul style="list-style-type: none"> <li>Experience in Project Management and People Management.</li> </ul>	
<b>Location</b>		
<b>HYDERABAD</b>		
<b>Key Responsibility of the Role</b>		
<p>Disaster Recovery is key to ensure business continuity in case of any disaster. Managing it effectively is the key to provide business continuity. Disaster Recovery Manager is the key role as part of IT Infrastructure team at SBI General.</p> <p>Incumbent in this role is required to constantly monitor of the activities performed by the System Integrator at SBI General Disaster Recovery site that has been hosted offsite. The incumbent is required to manage the operations of Disaster Recovery site fairly independently on a day to day basis by working closely with the System Integrator resources.</p>		
<b>Sr.</b>	<b>Key Responsibilities</b>	
1	Manage implementation and operation of DR site on a day to day basis	
2	Ensure that the DR processes are defined, implemented and tested	
3	Ensure that all components of the DR Site including servers, storage, firewalls, routers, switches, network, etc. are monitored and managed proactively	
4	Ensure data movement between the DC and DR Site are conducted as per the agreed process	
5	Ensure SLA are adhered to for the DR Site	
6	Conduct DR drill and readiness check at regular intervals	
7	Regularly review and audit the performance of the SI and the OEM partners	
8	Review, reporting and rectification of any performance issues	
9	Liaison with Business Continuity Management unit for overall SBI General continuity planning, management and response	

10	Co-ordinate with the Vendor to collect the Building management system to collect physical access logs, analyze and review the access control to the Data Centre facility and work area.
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### Technical Skills

Skill	Attribute
Hardware & Operating Systems	Expert knowledge on Server Hardware of Branded Systems. Hardware building, racking, cabling, decommissioning.
IT Hardware and Blade Infrastructure	Thorough understanding on the server hardware and blade infrastructure
Operating Systems	Should be capable of handling heterogeneous operating systems (AIX, Linux, ESX and Windows versions)
Databases	Basic understanding and monitoring of databases (Oracle and SQL)
Network	Strong skills in Network (LAN/WAN) management
Storage	Knowledge of managing Midrange to high end SAN storage systems Knowledge of monitoring the storage replication between Data Centre and the Disaster recovery centre.
Backup and Recovery	Strong knowledge and background in Backup and recovery mechanism for Operating Systems, ESX servers and Databases
Security	Should have knowledge of Implementation of security components within IT Data centre, Extranets, DMZ zones. Implementation proficiency with security products, knowledge and experience in the area of Web Application Firewalls, Network Firewalls, IDS/IPS, VPN, Security Logs Monitoring tools [RSA Envision or Equivalent]

### Behavioural Skills

Skill	Attribute
Interpersonal skills	<ul style="list-style-type: none"> <li>Strong interpersonal skills and a people's person.</li> <li>Excellent phone skills at technical and professional levels</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>Ability to identify issues and resolve them in a timely and effective manner through innovative ideas</li> <li>Strong focus on customer needs and creation of a culture that delivers results to meet and exceed service level agreements</li> <li>Exhibits confidence and an extensive knowledge of emerging industry practices when solving business problems</li> </ul>
Communication skills	<ul style="list-style-type: none"> <li>Strong communication skills (read, write and speak) including good listening skills. Good knowledge of English and at least one regional language.</li> <li>Ensure complete understanding when communicating.</li> <li>Excellent time management skills, ability to prioritize multiple tasks and handle a fast pace</li> </ul>
Decision making	Strong leadership skills with the ability to make concrete and timely decisions in critical times
Relationship Management	Relationship Management skill across all levels with the ability to build trust within the project team and between the project teams and stakeholders / customers

POSITION ID	JOB TITLE	WILL REPORT TO
ITS04021	Deputy Manager – Information Management	Senior Manager –Information Management
ELIGIBILITY		
Required Qualification	Required Experience	
<p><b>a) Essential</b> Bachelors degree or higher in IT, Management or equivalent</p> <p><b>b) Preferred</b></p> <ul style="list-style-type: none"> <li>• Masters in Business Administration</li> <li>• Associate / Fellowship in General Insurance from a recognised and reputed institution</li> <li>• A combination of the above qualifications will be an advantage</li> </ul>	<ul style="list-style-type: none"> <li>✓ 4 – 6 years of experience, all in IT</li> <li>✓ At least 3 years of experience in Data Warehouse and/or Business Intelligence</li> <li>✓ Exposure to large Data warehouse sizes in the range of 50 TB +</li> <li>✓ General Insurance domain exposure</li> <li>✓ Skills in managing the MIS &amp; Report distribution through different channels including automatic report bursting on mobile end user devices</li> <li>✓ Ability to work under pressure, provide production level support to the organization as required during peak times</li> <li>✓ Ability to work with minimum supervision</li> </ul>	
Location		
<b>Mumbai</b>		
Key Responsibility of the Role		
<ol style="list-style-type: none"> <li>1. Responsible for ensuring that the data warehouse, data marts, data management, business intelligence &amp; reporting tools/applications are implemented successfully and properly in a timely manner to meet the business needs.</li> <li>2. Ensure that the data-warehouse is designed using the best practices. Review and design the data models &amp; schemas for appropriateness to business needs by working closely with the business teams.</li> <li>3. Responsible for ensuring that the current and future business requirements around analytics, MIS and reporting are met.</li> <li>4. Responsible for implementation of a robust ETL Framework.</li> <li>5. Work closely with the IT partner in establishing a strong working relationship.</li> <li>6. Ensure that any breach of SLAs by the IT partner are escalated and managed in an appropriate and timely manner with minimum disruption to the operation of the business regularly review and audit the performance of the IT vendor against the terms and conditions as defined and agreed.</li> <li>7. Constantly seek to get feedback from the business and users of the IT services and take appropriate corrective actions.</li> <li>8. Conceptualize and drive the delivery of Business Dashboards.</li> </ol>		

POSITION ID	JOB TITLE	WILL REPORT TO
ITS03048	Manager – Information Management	Assistant Vice President – Enterprise Information Management
ELIGIBILITY		
Required Qualification	Required Experience	
<b>a) Essential</b> ✓ Bachelors degree or higher in IT, Management or equivalent <b>b) Preferred</b> ✓ Masters in Business Administration ✓ Associate / Fellowship in General Insurance from a recognised and reputed institution ✓ A combination of the above qualifications will be an advantage	✓ 6 – 8 years of experience, all in IT ✓ At least 5 years of experience in Data Warehouse and/or Business Intelligence ✓ Exposure to large Data warehouse sizes in the range of 50 TB + ✓ General Insurance domain exposure ✓ Skills in managing the MIS & Report distribution through different channels including automatic report bursting on mobile end user devices ✓ Ability to work under pressure, provide production level support to the organization as required during peak times ✓ Ability to work with minimum supervision	
Location		
Mumbai		
Key Responsibility of the Role		
<ol style="list-style-type: none"> <li>Responsible for ensuring that the data warehouse, data marts, data management, business intelligence &amp; reporting tools/applications are implemented successfully and properly in a timely manner to meet the business needs.</li> <li>Ensure that the data-warehouse is designed using the best practices. Review and design the data models &amp; schemas for appropriateness to business needs by working closely with the business teams.</li> <li>Responsible for ensuring that the current and future business requirements around analytics, MIS and reporting are met.</li> <li>Responsible for implementation of a robust ETL Framework.</li> <li>Work closely with the IT partner in establishing a strong working relationship.</li> <li>Ensure that any breach of SLAs by the IT partner are escalated and managed in an appropriate and timely manner with minimum disruption to the operation of the business regularly review and audit the performance of the IT vendor against the terms and conditions as defined and agreed.</li> <li>Constantly seek to get feedback from the business and users of the IT services and take appropriate corrective actions.</li> <li>Conceptualize and drive the delivery of Business Dashboards.</li> </ol>		

## Internal Audit, Control & Risk

POSITION ID	JOB TITLE	WILL REPORT TO
IAC03002	<b>Executive/Sr. Executive / Assistant Manager –Internal Audit</b>	<b>Deputy Manager - Internal Audit</b>
ELIGIBILITY		
Required Qualification	Required Experience	
A Graduate Degree in any field. <b>Preferred:</b> Insurance/ Internal Audit Qualifications	1-3+ years of internal audit experience  The candidate should : <ul style="list-style-type: none"> <li>- Be self- driven and a proactive learner.</li> <li>- Display a positive and objective attitude.</li> <li>- Have good interpersonal and communication skills</li> <li>- Possess adequate IT skills and capable of working in an IT driven environment.</li> <li>- Have diligent and accurate recording and reporting skills.</li> </ul> Display ability to be a team player Experience in General Insurance preferred.	
Location		
<b>Mumbai Corporate Office</b>		
Key Responsibility of the Role		
Key Responsibilities <ul style="list-style-type: none"> <li>• To conduct reviews as allotted by SVP / AVP / DM ( Internal Audit)</li> <li>• 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</li> <li>• To follow-up audit findings and recommendations as per target completion date.</li> <li>• To escalate any significant concerns</li> <li>• To co-ordinate and assist the audit activities organized by the external auditors, regulators etc.</li> <li>• To assist with filing, indexing of audit reports, recommendation trackers, and action taken reports.</li> <li>• To assist in follow-up of audit issues, closure of audit reports.</li> <li>• To assist in review of Audit Manual / Audit Policy / other process documents</li> <li>• Any other duties assigned in the scope of Risk management and internal audit.</li> </ul>		

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## Legal & Compliance

POSITION ID	JOB TITLE	WILL REPORT TO
CMP02001	Manager – Compliance	VP-Legal, Compliance & Company Secretary
ELIGIBILITY		
Required Qualification	Required Experience	
<b>LL.B., (with A.C.S. preferred)</b>	4-5 years of total experience with 2+ years in an Insurance Company in regulatory compliance function. Exposure in General Insurance Company preferred.	
Location		
<b>Mumbai-Head Office</b>		
Key Responsibility of the Role		
<ul style="list-style-type: none"> <li>➤ Assisting the Company Secretary in monitoring all regulatory (as applicable to a General Insurance Company) compliances and, wherever required, with other regulatory bodies.</li> <li>➤ Responsible for monitoring and ensuring the compliance, as per the compliance program on an ongoing basis, by various internal work streams, preparation of compliance manual and regular update of the same.</li> <li>➤ To ensure strict compliance with the AML Guidelines and F&amp;U Guidelines.</li> <li>➤ To co-ordinate and assist the Statutory Auditors, Internal auditors and Regulatory Compliance Audit teams in relevant areas.</li> </ul> <p><b>PROCESS</b></p> <ul style="list-style-type: none"> <li>➤ Set up systems, manuals and processes for making compliance function a system based function.</li> </ul> <p><b>CUSTOMER</b></p> <ul style="list-style-type: none"> <li>➤ Build network with internal customers within the organization.</li> <li>➤ Ensure internal customer satisfaction by providing quality and timely feedback / response.</li> </ul> <p><b>KEY CRITICAL COMPETENCIES</b></p> <p>Self Motivation, Willing to work independently, Insurance Law Procedures (Thorough with Insurance Laws and related regulations, notifications and circulars), grievance handling with regulatory viewpoint and insight.</p> <p>Ability to independently prepare and implement compliance program.</p>		

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## Operations

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

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## Sales & Marketing

Position ID	Job Title	Reporting to
DIS02007	Branch Manager (in the grade of Manager/Deputy Manager)	SVP (Sales & Marketing) dotted line to SVP Operations and SVP- Underwriter
Eligibility		
Required Qualifications	Required Experience	
Graduation in any stream	Minimum of 3 years in General Insurance industry	
Desired Qualification	Desired Experience	
Post Graduate/MBA with specialization in Marketing or Finance/AIII/FIII	Minimum of 7 years experience in Sales & Marketing with at least 5 years in General Insurance industry	
Locations(No. of Vacancies)		
Madurai, Jalandhar, Varanasi, Kozhikode, Tiruchirapalli, Gwalior, Patiala, Kolhapur, Gurgaon, Shimla, Shillong, Kanpur, Puducherry, Nashik, Durgapur, Noida, Meerut, Bikaner, Gulburga, Mangalore, Bhillai, Karnal, Jammu and Bareilly		
Key Responsibility of the role		
<ul style="list-style-type: none"> <li>• Head of the Branch from customer/bank/agency perspective</li> <li>• Branch Sales and Expenses budgets; top line and bottom line targets.</li> <li>• Responsible for end-to-end Sales process from quote generation through to policy issuance in the branch including compliance with processes and delivery against established turnaround times.</li> <li>• Implementation of Product Penetration and Channel and Segment Development plans in the branch.</li> <li>• Ensure a zero defect policy issuance and post policy issuance activities.</li> <li>• Implement work processes; Ensure use of Company's systems and software for issuance of policies, post policy endorsements and servicing for all lines of business from the location.</li> <li>• Not responsible for Claims &amp; Underwriting decision making.</li> <li>• Responsible for Claims/Underwriting Compliance related aspects.</li> <li>• Recruitment of team members at branch (as per approved recruitment process) in conjunction with the HR and relevant functional expert, in line with manpower plan.</li> <li>• Recruitment of Specified Persons and Agents</li> <li>• Implement Branch Budgeting, Handling Audit observations /Risk management /Customer service issues /Planning /Compliance/Policy cycle for Corporate, Retail &amp; SME products (Also give ground up inputs to Segment VP/SVP-Sales &amp; Marketing)</li> <li>• Manage facilities and general administration of the office for smooth business environment and ensure legal and statutory obligations are met at all times through Branch Operations.</li> </ul>		

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## Retail Sales

Position ID	Job Title	Will Report to
DIS09042	<b>Unit Manager Agency Retail (Executive/Senior Executive)</b>	Assistant Manager/Deputy Manager/Manager Retail at SBI General Branch
Eligibility		
Required Qualifications		Required Experience
Graduate/Post specialization in Marketing/AIII	Graduate/MBA with	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"> <li>• Identifying and enrolling potential/ existing agents/ auto dealers/ travel agents in the respective area to build retail business</li> <li>• Ensuring IRDA certification/ license of each acquired agent</li> <li>• Ensure activation of each acquired agents by working very closely with all agents</li> <li>• Activate licensed agents through mobilization of minimum premium in stipulated time</li> <li>• Agent performance tracking should be done regularly on assigned parameters</li> <li>• Maximize mobilization through regular follow-ups &amp; strengthening of relationships with agents</li> <li>• Ensuring constant updating of team and agent's knowledge on new products and underwriting policies</li> <li>• Should ensure effective launch of all promotional campaigns in the channel</li> </ul>		
Location(No. of Vacancies)		
Coimbatore(2), Erode(1), Tirupur(1), Bangalore(1), Dharmapuri(1), Madurai(1), Tirunelveli(1),Kollam(1), Alleppey(1), Trivandrum(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/All	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"> <li>• Responsible for selling SBI General Retail products like Long Term Home, Loan Care etc. through 2 channels: <ul style="list-style-type: none"> <li>○ SBI Retail credit Processing Centre</li> <li>○ SBI Loan disbursal branches</li> </ul> </li> <li>• Responsible for attaining maximum penetration in both the channels</li> <li>• Responsible for process adherence as per SBI General guidelines and flawless documentation <ul style="list-style-type: none"> <li>○ Capturing complete and correct data from the customer</li> <li>○ System entry of the data</li> <li>○ KYC norm implementation where applicable</li> </ul> </li> <li>• Responsible for handling customer query and complaint in the channel where he/she is posted</li> </ul>		
Location(No. of Vacancies)		
Allapuza (1), Kannur (1), Trissur(1), Pali (1), Udaipur (1), Siliguri (1), Shimla (1), Panchkula(1), Madurai(1), Tirunelveli(1), Bhopal (Chinndwara 1), Aizwal (1), Guwahati (7 : Shillong (1), Itanagar (1), Bongaigaon(1), Tezpur(1), Silchar(1)); Coimbatore(3), Salem(1), VirudhuNagar(1), Alleypey(1), Kottayam(1), Kollam(1), Trivandrum(1), <b>Jabalpur(1), Surat(1), Vapi(1)</b>		

<b>Position ID</b>	<b>Job Title</b>	<b>Will Report to</b>
<b>DIS06033</b>	Assistant Manager – Agency (Retail )	Senior Manager/Manager/Deputy Manager - Retail
<b>Eligibility</b>		
<b>Required Qualifications</b>		<b>Required Experience</b>
Graduate/Post Graduate/MBA with specialization in Marketing/AIII		Minimum of 3 years experience in marketing with at least 1 year in Insurance industry.
<b>Key Responsibility of the role</b>		
<ul style="list-style-type: none"> <li>• Identifying and enrolling potential/ existing agents/ auto dealers/ travel agents in the respective area to build retail business</li> <li>• Ensuring IRDA certification/ license of each acquired agent</li> <li>• Induction/training of each acquired agent on product and processes</li> <li>• Ensure activation of each acquired agents by working very closely with all agents</li> <li>• Activate licensed agents through mobilization of minimum premium in stipulated time</li> <li>• Agent performance tracking should be done regularly on assigned parameters</li> <li>• Maximize mobilization through regular follow-ups &amp; strengthening of relationships with agents</li> <li>• Balance agency channel's portfolio within various classes of business and ensure profitability</li> <li>• Ensuring constant updating of team and agent's knowledge on new products and underwriting policies</li> <li>• Should ensure effective launch of all promotional campaigns in the channel</li> </ul>		
<b>Location(No. of Vacancies)</b>		
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	Minimum 2 years experience in the General Insurance industry.
specialization in Marketing/AIII		
Key Responsibility of the role		
<ul style="list-style-type: none"> <li>• Ensuring strong relationship with bank branches and credit processing centres</li> <li>• Regular product and soft skill training to specified persons across branch network of the bank and credit processing centres</li> <li>• Should ensure effective launch of all promotional campaigns in the channel</li> <li>• Should devise strategy to ensure high product penetration in the Segment</li> <li>• Regular review of sales team and Bancassurance partner in understanding product penetration</li> <li>• Driving &amp; monitoring the sales force for achievement of the budget.</li> </ul>		
Location(No. of Vacancies)		
Ranchi (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"> <li>Identifying and enrolling potential/ existing agents/ auto dealers/ travel agents in the respective area to build agency business</li> <li>Ensuring IRDA certification/ license of each acquired agent</li> <li>Ensure activation of each acquired agents by working very closely with all agents</li> <li>Activate licensed agents through mobilization of minimum premium in stipulated time</li> <li>Agent performance tracking should be done regularly on assigned parameters</li> <li>Maximize mobilization through regular follow-ups &amp; strengthening of relationships with agents</li> <li>Ensuring constant updating of team and agent's knowledge on new products and underwriting policies</li> <li>Should ensure effective launch of all promotional campaigns in the channel</li> </ul>		
Location(No. of Vacancies)		
Hyderabad(1), Vizag(1)		

<b>POSITION ID</b>	<b>Job Title</b>	<b>Will Report to</b>
DIS09041	Executive (SME - Small & Medium Enterprise)	Assistant Manager/Deputy Manager SME in the Branch
<b>Eligibility</b>		
<b>Required Qualifications</b>	<b>Required Experience</b>	
Graduate/Post Graduate/MBA with specialization in Marketing/All	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.	
<b>Key Responsibility of the role</b>		
<ol style="list-style-type: none"> <li>1. Developing relationship with Bank's staff at SBI's Credit Processing Centres. Coordinating with SPs, for getting detailed information for quote generation.</li> <li>2. Keeping a track of Renewals as well as new loan sanctions and arranging for Insurance quotation for the same.</li> <li>3. Capturing data in system for quote after creating customer ID/supporting the SPs on the same.</li> <li>4. Ensuring relevant details are transmitted to SBI General for policy issuance.</li> <li>5. Regular follow up with SPs on conversion of leads</li> </ol>		
<b>Location(No. of Vacancies)</b>		
Kottiyam (1), Kollam (1), Trissur(1), Ludhiana (1), Patiala (1), Bhatinda (1), Yamunanagar(1), Amritsar (1), Panipat (1), Jabalpur (1), Ahmedabad(1), Bhavnagar(1), Jamnagar(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		
<p>Generate business from various non banca channels like agency, direct, broking, tie up with associations etc and involves the following activities:</p> <ol style="list-style-type: none"> <li>1. Identifying and enrolling potential/ existing agents/ travel agents/brokers/associations</li> <li>2. Visit the brokers at regular interval and generate business through them</li> <li>3. Ensuring IRDA certification/ license of each acquired agent</li> <li>4. Induction/training of each acquired agent on product and processes</li> <li>5. Guide the agents to maximize business procurement and ensure superior customer service</li> <li>6. Regular Agent performance tracking on assigned parameters relating to company's underwriting guidelines &amp; sales targets</li> <li>7. Ensuring constant updating of team and agents' knowledge on new products and underwriting policies.</li> <li>8. Ensure profitability of various channels.</li> </ol>		
Location (No. of Vacancies)		
Hyderabad(1), Mumbai (1), Tirupati(1), Udaipur(1), Bangalore(1), Chandigarh (1), Coimbatore (1), Vizag(1), Jabalpur(1), Gorakhpur(1), Faizabad(1), Sultanpur(1), Pune(1), Solapur(1)		

## STRATEGY, INFORMATION & PERFORMANCE

POSITION ID	JOB TITLE	WILL REPORT TO
<b>STR03003</b>	Sr.Executive/AM/DM – Data Quality & Business Intelligence	AVP – Data Quality & Business Intelligence
ELIGIBILITY		
Required Qualification	Required Experience	
Graduation Insurance related qualifications would be preferred.	At least 2 Years of relevant experience in Insurance Industry or in a Consulting role for Insurance companies and would have worked in the reporting and analysis area.	
Location		
Mumbai		
Key Responsibility of the Role		
<ol style="list-style-type: none"> <li>1) Gather complete understanding on the DWH data model and perform data extractions which culminate in the design and production of various business analyses.</li> <li>2) Understand the existing reporting platform and gain complete understanding on the reports that have been delivered and the ones which are planned for future delivery. Participate in requirements gathering of reports.</li> <li>3) Work independently to suggest probable areas of investigation and conduct fact based research and analysis on business processes and the data produced from these processes and advise your Supervisor/Department Head on significant business problems &amp; solutions.</li> <li>4) Use desk based sources to mine for Industry and Competitor information, add value to the information gained by analysing data and communicate the knowledge gained to the right people.</li> <li>5) Responsible for reviewing all work thoroughly for validity, accuracy and appropriateness of data.</li> <li>6) Any other responsibility as assigned by your Supervisor/Department Head</li> </ol>		

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