

**Campus Recruitment Drive**  
**12<sup>th</sup> April, 2019, Friday**  
**Venue: KV Ranga Reddy Degree College for Women**

Company Name:	ICICI Bank
Position Title:	Phone Banking Officer
Purpose of the Job:	The position will be responsible for resolving customer queries over the phone on a day to day basis thereby providing efficient customer service. This position also requires to cross – sell banking products to our existing customers over the phone.
Key Deliverables:	<ul style="list-style-type: none"> <li>• Handling and resolving customer complaints/ queries over phone</li> <li>• Providing customers with relevant product and service information</li> <li>• Cross selling various banking products to customers over phone</li> </ul>
Key Skills:	<ul style="list-style-type: none"> <li>• Fluency in spoken English &amp; Hindi language</li> <li>• Open to work in rotational shifts</li> </ul>
Academic Eligibility:	<ul style="list-style-type: none"> <li>• Graduate in any stream (B.Com, B.Sc., BCA, BA, B.Tech etc.)</li> <li>• 2019 Passouts</li> </ul>
Salary:	Rs. 18,000 per month

**1. Online Applications:**

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.

**2. Service Profiler Test:**

- Using the same registration link: <https://www.icicicareers.com/Careers/CP/NewRegistration.aspx>