

Digital Onboarding Specialist (Part-Time)	
Position	Executive
Role	Digital Onboarding Executive
Purpose	To enhance customer experience by assisting walk-in customers in adopting the Bank's digital banking ecosystem. The Digital Onboarding Specialist will educate customers, facilitate digital onboarding, and guide them in using the Bank's mobile and internet banking platforms for products, services, and self-service transactions. The role aims to increase digital adoption, reduce customer turnaround time, and promote convenient, paperless banking within the branch.
Responsibilities	• Welcome and engage walk-in customers visiting the Bank branch. • Educate customers on the Bank's digital banking platforms, features, and benefits. • Assist customers in downloading, registering, and activating Mobile Banking and Internet Banking applications. • Guide customers in digitally applying for banking products such as: ○ Fixed Deposits (FD) ○ Recurring Deposits (RD) ○ Loans (Personal, Home, Auto, Education, etc.) ○ Insurance Products ○ Investment Products ○ Credit Cards and other digital offerings • Support customers in raising digital service requests, including account updates, debit card services, cheque book requests, statements, KYC updates, nominee updates, and other available digital services. • Promote the use of UPI, digital payments, and other self-service banking features. • Demonstrate digital banking functionalities and encourage customers to adopt paperless banking. • Resolve basic customer queries related to digital banking applications and escalate technical issues to branch officials where required. • Maintain confidentiality of customer information and adhere to the Bank's policies and regulatory guidelines. • Coordinate with branch staff to ensure a seamless and superior customer experience. • Achieve branch-level digital onboarding and customer engagement targets.
Job Specific skills:	• Good understanding of Mobile Banking, Internet Banking, UPI, and Digital Payment platforms. • Basic knowledge of banking products and services. • Customer service and relationship management skills. • Ability to guide customers through mobile applications and digital processes. • Good communication and interpersonal skills. • Ability to explain digital concepts in a simple and customer-friendly manner. • Conversational expertise in local language is preferred.
Required Criteria	• Minimum 12th Passed (Graduates preferred). • Freshers are encouraged to apply. • Comfortable using smartphones, mobile applications, and digital platforms. • Ability to work independently within a Bank branch environment. • Willingness to work Part-Time (6 Hours) from 10:30 AM to 4:30 PM.
Location	PAN India