



Human Resource Department, Manpower Planning and Recruitment Division
Central Office, Mumbai
Phone No.022-22896240

Recruitment Of Domain Experts at Senior Management Positions on Contractual Basis

Online Registration of Application: From 07.12.2022 to 27.12.2022

Union Bank of India invites online application from Indian citizen for appointment of Domain Experts at Senior Management Positions on contractual basis.

Candidates are requested to apply Online through the link given on Bank's website 'www.unionbankofindia.co.in'.

1. **One candidate can apply for only one post.** In case of multiple applications, only the last valid (complete) application will be considered. Multiple appearances by a candidate for a single post in interview will be summarily rejected/candidature will be cancelled.
2. Before applying the candidates should ensure that they fulfill the eligibility criteria for the post as on the date of application. If a candidate is called for interview and is found to be not satisfying the eligibility criteria (Age, Educational qualification etc.) he/ she will not be allowed to appear for the interview. Further, if, at any stage, it is found that the ON-LINE application is false/ incorrect or if according to the Bank, the candidate does not satisfy the eligibility criteria, her candidature will be cancelled and he/she will not be allowed to appear for the interview / joining.
3. **Candidates are required to upload all required documents (brief resume, ID proof, age proof, Educational qualification, experience etc.) failing which their application/candidature will not be considered for interview.**
4. Short Listing will be provisional without verification of documents, candidature will be subject to verification of the original when a candidate reports for interview. (if called).
5. Candidates are advised to check Bank's website 'www.unionbankofindia.co.in' under "Recruitment" regularly for details and updates (including the list of shortlisted/ selected candidates). The Call (letter/ invitation) will be sent by e-mail only (no hard copy will be sent).
6. All correspondence will be made only on the email ID mentioned by the candidate in their online application. The email ID should be kept active for receiving communication viz., call letters/Interview Dates/advice etc.
7. Candidates are requested to apply only ON-LINE through Bank's Website www.unionbankofindia.co.in. Only online application will be accepted by the Bank.

1. DETAILS OF POSTS /VACANCY/ AGE/PLACE OF POSTING

SN	Position Name	Total Vacancy	Location	Age at the time of application
				Min. Age
1	Head - Debt Syndication Corporate Relationship	1	Mumbai	35
2	Head - Transaction Banking	1	Mumbai	35

Sr. No	POST	Educational Qualification	
2	Head-Transaction Banking	Mandatory: A Regular Post Graduate Degree in Finance/Marketing from a university recognized by the Government of India/Government Bodies/AICTE. (Major/Dual specialization)	Mandatory: Minimum 10 years C Private /Foreign Bank Relationship Banking/ President or DGM (Scale Desirable: 1) Marketing Experience corporate entities. 2) CAIIB 3) Proven track business/income gr
3	Head-Digital Marketing	Mandatory: 1) A Regular Post Graduate Degree in Marketing from a university recognized by the Government of India/Government Bodies/AICTE. (Major/Dual specialization) 2) Knowledge of analytics tools (e.g. Google Analytics, SEO tools etc.). 3) Working knowledge of Ad serving tools Desirable: 1) MBA (Marketing) from premiere institutes will be preferred. 2) Executive or specialized program /certification in Digital Marketing from any premier institute. 3) Broad knowledge of most the following concepts: Advertising technologies, Google marketing platform and cloud services, CDPs, Measurement methodologies (e.g. Econometrics and attribution), Audience insights and activation, Customer experience, UX and design 4) Google Certification or any other Digital Marketing certifications	Mandatory: Minimum 7 Year work (SEO/SEM, Email, so campaigns) Desirable: 1) 5 years+ of exper Digital Marketing u 2) Experience in bu operations and tec delivery 3) Comfortable workin stakeholders 4) Strong analytical a sense for business f 5) Strong project man
4	Head-Merchant Acquisition including Credit Card	Mandatory: A Regular Post Graduate Degree in Marketing from a university recognized by the Government of India/Government Bodies/AICTE. (Major/Dual specialization)	Mandatory: Minimum 5 years of Financial Services and Merchant Acquisition
5	Head-Call Centre Management	Mandatory: 1) A Regular Graduate Degree from a university recognized by the Government of India/Government Bodies/AICTE. 2) Proficient with MS Office, Contact Centre	Mandatory: 1) Min 10 years of exp with min 2 years of e Desirable:

Sr. No	POST	Educational Qualification	
			Services, legal advice Desirable: Having work experience in Wealth Management and

3. JOB PROFILE AND KEY RESPONSIBILITY AREAS:

Sr. No	POST	Skills & Job Description / Key Responsibilities
1	Head-Debt Syndication Corporate Relationship	<ol style="list-style-type: none"> 1. Formulation of Debt Syndication strategy for both new and expansion projects 2. Responsible for revenue generation and profitability of debt syndication business, understanding funding requirement and advising them on appropriate structure suitable for the client 3. Achieving targeted fee based income and maintaining and enhancing business relationship 4. Origination, appraisal and placement would be the 3 important dimension of the business 5. Negotiation of commercial and non-commercial terms while syndicating the business 6. Down selling of underwritten cases 7. Pursuing innovative credit solutions such as quasi debt structures, secured debt, structured debt, hybrid security etc.
2	Head-Transaction Banking	<ol style="list-style-type: none"> 1. Ensuring stability of income from existing set of clients and explore avenues for growth from existing as well as new clients for increase collections/ payments/RTGS/NACH collections 2. To increase Channel Finance Portfolio, Bills Discounted/ Income (Supply Chain Finance) and Co-Lending under Channel Finance 3. To increase number of Anchors, Dealers and Venders on-Boarded for Channel Finance 4. To increase visibility/ Popularity of our Channel Finance Product in the banking sector and the Banking Market 5. Risk Evaluation /Mitigation under Channel Finance Business exposures. 6. Increasing business turnover for CMS products/Treds 7. Strategy, Planning, Conceiving & Developing new CMS Products 8. Compliance of Regulatory Guidelines in respect of CMS, Channel Finance and Co-Lending 9. Timely Renewal of Client Services, Dealer/Vendor Limits, Umbrella Limits, Bidding Limits, Schedule of Service Charges 10. Risk Evaluation/Mitigation/recovery of overdues under Channel Finance Business 11. Development of next gen software/functional capabilities for path breaking business leading to growth in clientele/income, Process Automation. 12. Implementation and Supervisory oversight on the digitalized process automation Hub for centralized issuance of LCs/BGs and Trade Finance including conducting strategies for LC/BG business growth, managing the Hub/Back office, ensuring growth through the automated portal, evaluation of customer feedback and standardization/ estimation/ achievement of growth in LC-BG business and target estimation of income thereon.
3	Head-Digital Marketing	<ol style="list-style-type: none"> 1. Build, execute and scale end-to-end digital marketing roadmap for the bank 2. Liaise with key stakeholders to devise, plan and execute a comprehensive

Sr. No	POST	Skills & Job Description / Key Responsibilities
		<p>16. Leveraging digital channels and tools for efficient, low-cost service that enhances customer experience.</p> <p>17. Breaking down silos and empowering the organization to deliver an Omni-channel experience.</p>
4	Head-Merchant Acquisition including Credit Card	<ol style="list-style-type: none"> 1. Responsibility of all Credit card, Travel Cards & e-wallet sales: Formulating strategies, loyalty programs, reward points etc. and disputes related to issuance and redemption. Conduct study to gain understanding on competitor's strategy, products, pricing etc. to drive merchant acquisitions and payment solutions. 2. Develop and oversee credit card-linked insurance policies, including new products (Accidental insurance and death claim settlement, various reporting and compliance). 3. Develop partnerships with aggregators (e.g, Bank Bazaar, Paisabazaar, etc.) and platforms/service providers to create channels for online lead sourcing and onboarding partners. 4. Review & drive expansion of POS, PGs, QR Code, BBPS, payment operations and integrations with other verticals to drive merchant acquisition and other payments systems. 5. Merchant onboarding under POS, PGs, QR Codes, BBPS etc, Post sales service, monitoring and exit options (exit option based on transaction analysis by rec). 6. Conduct regular review & revision of policies/SOP related to Credit Card, e-wallet and Merchant Acquiring. Also, other related policies/SOP and drive their implementation. 7. Drive end to end digitization of the entire process of credit cards and Merchant Acquiring (QR Code BBPS etc.). 8. Provide leads to Retail Liabilities for potential CD accounts and MSME for portfolio conversion.
5	Head-Call Centre Management	<ol style="list-style-type: none"> 1. Lead Generation, Sales through Service and Conversions through Digital contact centre business. 2. Strategizing and planning the collection of debt through various models and channels, contacts, collector effective index etc. 3. Plan and Improve efficiency through automation and also enhance customer service through ways to self-serve. Monitor customer complaint level/ ombudsman complaints and resolve/ reduce it. 4. Oversee the budget plans, track expense of the digital contact centre so as to convert estimates to Generate Profit/ Revenue. 5. Manage all digital contact centre channels (e.g. Voice, IVR, Bot, Co browsing etc.) through the service provider/ vendor and ensure consistent delivery of services. 6. Analyse the contact centre performance through various tools such as Call Analytics, Self Service Analysis etc. 7. Align the contact centre operations with corporate strategy to increase the market share. 8. Review new technologies and keep the Bank at the forefront of development to enhance customer experience. 9. Qualify and understand the full range of market trends, influences and opportunities in the market and customer base. 10. Identify, research, and select key third-party suppliers, working in an efficient manner to achieve all required outcomes. 11. Own all digital contact; lead and deliver continual improvement and development of digital channel proposition.

4. How to Apply:

Candidates are requested to apply only ON-LINE through Bank's Website www.unionbankofindia.co.in. No other mode will be accepted by the Bank. For registration log on to the Bank's website "www.unionbankofindia.co.in" and "Recruitments" > "Careers Overview" click the Notification titled "Notification for Recruitment of Domain Experts on Contractual Basis".

There will be two links available on the page.

- 4.1. Click on the link "Notification" to download the Notification
- 4.2. Read the notification carefully and if found eligible to apply, click on the link "Apply Online"

Candidates are advised to check Bank's website 'www.unionbankofindia.co.in' under "Recruitments" > "Careers Overview" for any changes and updates (including the list of shortlisted/ selected candidates).

All revisions/ corrigendum (if any) will be hosted on the bank's website only.

Help Facility:

In case of any problem in filling up the form, payment of fee/intimation charges, complaint, etc., candidates may write to recruitment@unionbankofindia.bank. Do not forget to mention "Recruitment of Domain Experts at Senior Managerial Level on Contractual Basis" in the subject of the email.

5. REMUNERATION:

The remuneration will be offered based on candidate's qualifications, experience and overall suitability for the job. The compensation will be on CTC basis.

The contract employee will be liable for tax liabilities as per Income Tax Act & Rules in force and the tax will be borne by the employee. The compensation being cost to the Bank will be inclusive of any statutory payments that Bank may be required to pay to the appointee.

6. NATURE OF EMPLOYMENT:

Nature of employment will be contractual. Initially, the contractual engagement will be for the period of 3 years. The term of engagement may be extended at the sole discretion of the Bank for a period of one year at a time. The Bank may terminate the contract of service if the performance is found unsatisfactory. The Bank may terminate the contractual engagement by giving one month's notice or one month's compensation in lieu thereof, at any time. A contract employee shall have no right or claim for regular employment in the organization.

7. SELECTION PROCEDURE:

- i. The selection will be based on shortlisting-cum-interaction/interview. Merely fulfilling minimum qualification does not give any right in candidate for being called for interview.
- ii. The Screening Committee constituted by the Bank will decide the shortlisting parameters and thereafter candidates as decided by the Bank will be shortlisted and called for interview.
- iii. The decision of the bank to call the candidates for the interview shall be final. No correspondence will be entertained.
- iv. The list of candidates shortlisted for interview & subsequent selection shall be published on Bank's website. The interview will be sent by email or will be uploaded on Bank's website. NO HARD COPY WILL BE SENT.
- v. The final appointment will be based on the decision of the Selection Committee constituted for the purpose.
- vi. Merit list for selection will be prepared in descending order on the basis of scores obtained in interview.

- vi. Information regarding Personal Interview will be sent to shortlisted applicants on their email ID application.
- vii. While every effort will be made to ensure that the intimation to the eligible applicants short listed sufficiently in advance, the Bank will not be held responsible for delay in receiving the intimation whatsoever. The applicants are advised to keep track of the status of their candidature by visiting their
- viii. In case of selection, candidates will be required to produce proper discharge certificate from the engagement.
- ix. The staff on contract shall not be entitled to any superannuation benefits viz., Provident Fund, Pension,
- x. Engagement of selected candidate is subject to his / her being declared medically fit as per the requirement will also be subject to the service and conduct rules of the Bank for such post in the Bank, in force at the
- xi. The Bank reserves the right to alter, modify or change the eligibility criteria and / or any of the other terms of Notification.
- xii. Candidates will have to appear for the Selection Process at their own expense.
- xiii. Any resultant dispute arising out of this Notification shall be subject to the sole jurisdiction of the Court
- xiv. BANK RESERVES IT'S RIGHT TO CANCEL THE RECRUITMENT PROCESS ENTIRELY AT ANY STAGE WITHOUT A

Mumbai

7th December 2022