



## Recruitment of Digital Product Officer (Scale – III) on Regular Basis

Tamilnad Mercantile Bank Ltd., one of the leading old Private Sector Banks in India invites e-application for the following posts. **Please read all the details, information and instructions carefully.**

### ❖ Digital Product Officer (Scale – III)

Opening date for registering Online e-application - 27.04.2022

Closing date for registering Online e-application - 08.05.2022

**Only e-applications submitted on line with due registration will be accepted**

**Register your correct email ID/ Mobile Number. while creating User ID.**

### Digital Product Officer (Scale – III)

Age	30 years and above as on 31.03.2022
Qualification	Graduate / Post Graduate in Business / Management / Commerce / Engineering with JAIIB / CAIIB
Eligibility	Manager (Scale – III) or equivalent cadre in Public / Private Sector scheduled commercial Banks / FIs / Fintech Organisations.
Experience	3 to 5 years' experience in product management domain in a bank / financial institution, Processors, Fintech organisations.
Remuneration	On par with Scale III Officer of the bank.
Location	Chennai or Thoothukudi

### Roles & Responsibilities

- ❖ Define and execute Product Strategy on UPI or any other similar platform and other emerging payments products including identifying customer pain point and the right solution for these.
- ❖ Create customer value proposition on UPI to drive transaction throughput and volume on payments products
- ❖ Identify emerging trend in UPI. Create user journey and models to capture these opportunities, create Business Case, Concept Notes ensure these are well tested and operationalized
- ❖ Ensure the product meets all the regulatory specifications, ensure all the regulatory reporting, audits, compliance, risk support is provided.
- ❖ Be the voice of the customer within the Bank, look at any CX improvement areas
- ❖ Manage relationships with the existing partners on UPI as well as acquire more payments partnerships on UPI
- ❖ Develop a professional network in the Payment industry and Fintech ecosystem
- ❖ Conceptualization and delivery of Payment services.
- ❖ Introduction of new Payments Product
- ❖ Creation of business requirements/strategy

- ❖ Market Scanning and Competition
- ❖ Project Management & Collaboration with key stakeholders to ensure deliveries
- ❖ IT / Operations: BRD closure, Design Transaction Flow, Error Messages, end to end transaction verification and testing
- ❖ Marketing: User Journey creation, VD creation, Customer communication and campaigns to drive volume
- ❖ Risk and Compliance: Product adhere to the highest standards in the industry
- ❖ Customer experience touch points: Ensure best in class customer experience
- ❖ Branch Banking Support: Training and driving UPI at branch level
- ❖ Payments Partner Management: Agreement execution and partnership building
- ❖ Facilitation on daily operations, identify and resolve key pain points

**Procedure of Selection:**

The shortlisted candidates should appear for interview. They will be called for personal interview through Direct / Video Conferencing. The mode of interview, date and time will be communicated to the eligible candidates individually.

**Application Fee: Nil**

**General Conditions:**

The following enclosures to be uploaded along with the e-application

- Self-attested photo copy of SSLC or Higher Secondary Mark Sheet/Transfer Certificate for age proof.
- Self-attested photo copy of Degree Certificate.
- Experience certificate/s and Relieving Letter.
- Last Month Salary Slip

Candidates are advised to adhere to the eligibility conditions given strictly. Any information found to be wrong or any candidate found ineligible at any stage of the process or later will result in disqualification of the candidate.

**Disclaimer:**

Please note that the e-applications with incorrect / incomplete particulars or without copies of certificates attached are liable to be rejected.

The Bank reserves the right to reject any application without assigning any reason and Bank's decision in the matter of eligibility, interview and selection would be final. The Bank reserves the right to eliminate the ineligible candidates at any point of time before, during or after the personal interview / selection. The decision of the Bank is final.

The e-applications will be scrutinized and the shortlisted applicants will be communicated individually by post / e-mail with details of the interview. The Bank reserves the right to reject any application at any point of time without assigning any reason and Bank's decision in the matter of eligibility, conduct of interview and selection would be final. No correspondence in this regard will be entertained by the Bank.

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