

Job Profile: Relationship Manager

Role of Responsibility

Essential Services: Role & Location fungibility

At ICICI Bank, we believe in serving our customers beyond our role definition, product boundaries, and domain limitations through our philosophy of customer 360-degree. In essence, this captures our belief in serving the entire banking needs of our customers as **One Bank, One Team**. To achieve this, employees at ICICI Bank are expected to be role and location-fungible with the understanding that Banking is an essential service. The role descriptions give you an overview of the responsibilities, it is only directional and guiding in nature.

About the Role

A Relationship Manager is a core anchor in taking our banking solutions and services to our valuable customers. This involves a 360-degree banking approach. The Relationship Managers should have an inclination to understand the customer needs and offer solutions in line with the needs. The core philosophy to hold is being **“Fair to the Customer and Fair to the Bank”**. At ICICI Bank, our customer-centric relationship managers are responsible for acquiring new customer relationships and increasing the wallet share of existing customer relationships with a resolute focus on service quality and customer delight. They collaborate and work with different internal teams, thereby offering the best-in-class customer service. In line with our philosophy of taking the entire bank to the customers, our relationship managers work on the whole suite of offerings like saving solutions, loan products, overdraft solutions, Insta loans, investment solutions, care products, trade solutions, business loans, or wealth management solutions while upholding our fundamental value of being **Fair to the Bank and Fair to the Customer**.

Key Responsibilities

Customer 360°

Build and deepen relationships with customers to increase their wallet share and revenues through customer-centric engagements. Ensure the customer's needs are captured holistically and solutions are offered using the 360-degree banking framework by recommending the right products within the guiding principle of Fair to Customer, Fair to Bank.

Risk Calibrated Business Development

Market scoping, segmenting and onboarding new clients as per the risk frame work of the bank to drive ecosystem revenue. The role holder for the purpose of business origination, will engage with many internal and external stakeholders like corporate clients, banks, brokers, regulators as per the needs of the role.

Portfolio Management

Manage a high-quality portfolio of corporate clients. Work towards generating new business leads as well as deepening relationships with existing customers.

Few Success Factors

- > Building relationships
- > Deep understanding of customer needs

- > Collaboration with cross functional teams
- > Good Communication skills

Compensation Details:

CTC: 4.50 LPA to 4.70 LPA

Requirement : Approx 250

*Compensation details mentioned are for Chennai location. For other location appropriate adjustment will be made for HRA and hence, there could be a change in overall CTC