



**Saraswat
Bank**

Saraswat Co-operative Bank Ltd.

(Scheduled Bank)

Job Description for Cluster Manager - Branch Banking

Position: Cluster Manager

Location: Mumbai

Key Responsibilities of Cluster Manager:

Cluster Manager will be responsible to drive the Annual Business Goals and Operations Hygiene Goals of allotted Branches. He will be reporting to Zonal Head. The Collective Business Goals of the Branches will be the annual business target of the Cluster Manager.

A. Business Growth & Profitability:

- Drive achievement of cluster-level targets across deposits, advances and fee-based income.
- Focus on high yield products and cross-selling opportunities.
- Monitor branch-wise performance and initiate corrective actions.
- Work closely with the Zonal Manager to formulate and execute branch specific business strategies.
- Lead the team to meet business targets of revenue and profitability of the branches under the cluster.

B. Customer Relationship Management:

- Build and maintain strong customer relationships while promoting Bank's products and services.
- Handle escalated customer grievances and ensure timely resolution.

C. Operational Excellence:

- Ensure smooth functioning of all branches within the cluster.
- Maintain adherence to internal policies, processes and audit requirements.

D. Team Leadership and Development:

- Lead, mentor and motivate the Branch Managers and staff.
- Identify training needs and co-ordinate capacity building initiatives.

Experience & Skills:

- Minimum 1 year of experience as a Cluster Head or 6+ years of experience as a Branch Manager handling a large-sized branch.
- Strong understanding of banking operations and regulatory compliance.
- Ensuring highest levels of employee relationship, motivation & engagement to drive results.

Qualifications: Graduation in any discipline from a recognized university. MBA and /or CAIIB will be an added advantage.

If you wish to join us, please send in your detailed resume to careers@saraswatbank.com.