



Bajaj Finserv Direct Limited

Job Description

**Deputy Manager – B2B Captive, eCommerce -
Operation
(Relationship Manager)**

Location – Pune

About Bajaj Markets:

Bajaj Markets, a subsidiary of Bajaj Finserv and one of the fastest growing fintech in India, is a one-stop digital marketplace that offers multiple financial products across all categories - Loans, Cards, Insurance, Investments and Payments. Bajaj Markets has partnered with some of the most trusted names to offer choice to its customers and help them achieve their financial life goals.

Having started its journey as a fintech, Bajaj Markets has since then, built a very strong business as a techfin. Its Technology services businesses are built on its core capabilities in consumer insights, technology and data analytics. Its first B2B SBU, Skaleup, has been created to become the leading digital technology services provider in India through deep domain expertise and execution capabilities.

Besides this, Bajaj Markets has built a new business unit to become the preferred partner for digital technology initiatives across all group companies of Bajaj Finserv. Herein, the strategy is to align with digital technology roadmap objectives of all the group companies of Bajaj Finserv and offer digital technology services and platforms at market competitive rates.

As the tagline goes, with Bajaj Markets, “Ab Choices Hue Aasaan”

Get to know more about Bajaj Markets via the following links:

Websites:

<https://www.bajajfinservmarkets.in/>
<https://www.skaleup.com/>

Bajaj Markets on LinkedIn: [Click here](#)
Bajaj Markets on Glassdoor: [Click here](#)

Our Long-Term Vision

We aspire to become one of India’s largest BFSI Marketplaces & build a profitable digital technology services business with a global footprint.

The **Financial Services Marketplace** offers products across multiple categories across Assets, Liabilities, Payments, Insurance & Investments in partnership with 37 Banks, Insurers & Financial Institutions by providing choice & convenience of 1,300+ Financial Products.

We intend to forge additional partnerships with reputed financial institutions to offer the **widest range** of financial products & services across manufacturers, thus building a destination that offers choice in a **frictionless** manner with high degree of **convenience** for users.

Our **Technology Services business** is geared to offer 6 core offerings – Digital Applications, Customer and Enterprises Solutions, Data Engineering, Analytics Services, QA and Automation and Managed Cloud Services. We will offer these services in India & overseas territories.

BFSI Marketplace Construct

Ambition	Strategy	Approach
Become 'Amazon' of BFSI Marketplace in India and occupy one of the top 3 positions by size & customer choice	Become a specialist of BFSI space. Offer widest range of financial products & services across manufacturers to provide choice	Build a BFSI marketplace that offers choice in a frictionless manner with high convenience. Focus will be to drive high pull traffic by leveraging megatrends & partnerships

Technology Business Construct: Captive

Ambition	Strategy	Approach
Become a preferred partner for digital technology initiatives of all group companies. We will establish a dedicated Strategic Captive digital technology services unit for Bajaj Group companies	Align with digital technology roadmap objectives of group companies and profitably offer services and platforms at market competitive rates	Efficiently recruit, train, and deploy digital technology talent at scale. Continuously build and leverage cutting edge domain and digital technology capabilities

Technology Business Construct: Non-captive

Ambition	Strategy	Approach
Become a large scale profitable digital technology services provider which enables success of clients	Be a leading digital technology services provider from India in the financial services sector through deep domain expertise and execution capabilities. Build scale & focus on profitability	Offer Digital Technology services for BFSI industry across four geographies with hub and spoke model. Create capability to efficiently recruit, train, and deploy digital technology talent at scale

Roles and Responsibility

- You will be responsible for promptly understanding and addressing client requirements, ensuring that all necessary documentation and approvals are obtained within the specified time frames to meet client expectations.
- You will be responsible to curating proposals in tandem with the team
- You will act as a liaison between different teams within the organization and external partners, effectively communicating and aligning everyone's efforts to ensure seamless execution of projects and tasks.
- Your role involves managing the funnel, which includes identifying potential leads, evaluating their viability, nurturing relationships, and converting prospects into clients. You will implement strategies to optimize the funnel and achieve sales targets.
- As a Relationship Manager, you will need to employ general management skills to oversee and optimize various aspects of the business relationship, including resource allocation, risk management, performance monitoring, and overall process improvement.
- Overall, your success in this role will rely on your ability to build strong relationships, meet deadlines, collaborate with diverse teams, and strategically manage the entire business relationship process and hone presentation skills.
- Key Performance Areas:
- Client Relationship Management: Building and maintaining strong relationships with clients to understand their needs and provide personalized services.
- Customer Satisfaction: Ensuring high levels of customer satisfaction by addressing client concerns and providing excellent service.
- Compliance and Regulations: Ensuring adherence to industry regulations and compliance standards while handling client accounts.
- Reporting and Performance Metrics: Preparing regular reports on client performance and key metrics to evaluate performance and make data-driven decisions.
- Team Collaboration: Collaborating with internal teams such as product specialists and operations to deliver seamless services to clients.

Qualifications

- Master's degree in Business, Marketing, or a related field is preferred.
- Advertising/Digital Agency Experience is required.
- Have good organisational skills.
- Proficiency in English.
- Proposal document and pitch deck creation experience is required.
- Familiarity with digital agency workflow, eCommerce platforms, online marketing tools, and website analytics can be advantageous.
- Interpersonal Skills: Relationship Managers need to collaborate with various teams, including marketing, product development and operations to deliver value to clients
- Analytical Skills: Ability to analyse data, metrics, and eCommerce performance to identify opportunities and areas for improvement.
- Having a high proficiency in MS Excel, MS PowerPoint, MS Word

