

WORK VAPOR

Job Link: <https://workvapor.in/jobs/customer-support-executive-gr-rl-email-support/>

CUSTOMER SUPPORT EXECUTIVE – GR-RL (EMAIL SUPPORT)

BASE SALARY

INR 30000 - INR 35000

DESCRIPTION

Job Title: Customer Support Executive – GR-RL (Grievance Redressal – Retail Liabilities)
Providing high-quality email-based grievance support for retail banking customers.

Organization: Kotak Mahindra Bank

Location: Thane, Navi Mumbai, Mumbai (All Areas)

Employment Type: Full-time, Permanent

Salary: Up to 4.10 LPA (CTC, based on experience)

Openings: 15

Contact: HR Preeti – 7030023582

About the Company

Kotak Mahindra Bank is a private sector bank in India, offering a wide range of banking and financial services. The bank emphasizes customer satisfaction, regulatory compliance, and innovative banking solutions.

Key Responsibilities

- Acknowledge and resolve customer grievance complaints within defined TATs
- Coordinate with operations, technology, risk, and product teams for resolution
- Mandatory calling for each grievance case
- Ensure reduction in repeat complaints and maintain customer satisfaction
- Escalate and report high-severity cases to senior leadership
- Maintain quality responses in compliance with banking regulations
- Provide analytical insights for process improvements

Requirements / Eligibility

HIRING ORGANIZATION

Kotak Mahindra Bank

EMPLOYMENT TYPE

Full-time

JOB LOCATION

Mumbai, India

DATE POSTED

? March 26, 2026

- Graduate or Postgraduate (Management preferred)
- 18+ months of experience in customer service, grievance management, or operations
- Banking/financial services experience is an advantage
- Strong written & verbal communication skills
- Customer-centric with empathy and problem-solving abilities
- Ability to handle pressure and manage escalated cases

Working Days & Timings

- Flexible schedule between 7 AM – 8 PM, including Sundays and holidays
- 9-hour shifts with 8 scattered weekly offs

Perks & Benefits

- Attractive CTC up to 4.10 LPA
- Work in a reputed banking environment
- Learning and growth opportunities

How to Apply

Send your resume via WhatsApp or call **HR Preeti – 7030023582** to schedule your interview.