

WORK VAPOR

Job Link: <https://workvapor.in/jobs/virtual-relationship-manager-customer-service-cce-phone-banking-officer/>

HIRING ORGANIZATION

Kotak Mahindra Bank Limited

EMPLOYMENT TYPE

Full-time

JOB LOCATION

Mumbai, India

DATE POSTED

? March 23, 2026

VIRTUAL RELATIONSHIP MANAGER, CUSTOMER SERVICE CCE, PHONE BANKING OFFICER

BASE SALARY

INR 325000 - INR 425000

DESCRIPTION

Organization: Kotak Mahindra Bank Limited
Location: Mumbai, Thane (Wagle Estate), Navi Mumbai
Job Type: Full-time (On-Roll / Permanent)
Experience: 1 – 6 years
Salary: ₹3.25 – ₹4.25 LPA + Incentives
Contact Email: hr.careerem@gmail.com
WhatsApp Number: +91 9643853808

About the Company

Kotak Mahindra Bank is one of India's leading private banks, known for its strong growth and modern banking services. It offers stable career opportunities with good incentives and learning environment.

Job Overview

This is an in-office contact centre role where you will handle customers through calls or virtual interaction. There is no field work or face-to-face customer dealing involved.

Available Roles & Responsibilities

- Virtual Relationship Manager (Sales role)
- Phone Banking Officer (Customer support)
- Senior Phone Banking Officer
- Video KYC Officer
- Handle customer queries and provide solutions

- Promote banking products and services
- Maintain customer relationships
- Support KYC and verification processes

Eligibility & Skills Required

- Graduate in any stream
- Minimum 1 year experience (Banking / BPO / Sales / Customer Service)
- Good communication skills (English & Hindi)
- Comfortable with voice process
- Age below 32 years
- Male & Female both can apply

Work Schedule & Benefits

- 5 days working
- Fixed Sunday off + 1 weekday off
- VRM role – Day shift (9:30 AM – 6:30 PM)
- Customer service – Rotational shifts
- PF, Gratuity, Insurance & Mediclaim
- High performance incentives

How to Apply

Send your updated resume via email or WhatsApp with subject: *Kotak-VRMCCE-189*

Contact Details:

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