

Axis Bank Paid Internship Summer Opportunities For Students

Description

Axis Bank is seeking a Customer Service Representative to join our dynamic team. As a Customer Service Representative, you will be the first point of contact for our valued customers, providing exceptional service and assistance with their banking needs. You will play a crucial role in building and maintaining strong customer relationships while ensuring compliance with banking regulations and policies.

Responsibilities

- Greet and assist customers with their banking transactions, inquiries, and requests in a professional and friendly manner.
- Process customer transactions, including deposits, withdrawals, transfers, and account updates accurately and efficiently.
- Provide information on various banking products and services, guiding customers to make informed decisions.
- Resolve customer issues and complaints promptly, escalating complex matters to the appropriate department when necessary.
- Promote and cross-sell banking products and services to meet sales targets and enhance customer financial well-being.
- Maintain a high level of knowledge regarding banking policies, procedures, and regulations to ensure compliance.
- Perform administrative tasks, such as updating customer records, preparing reports, and managing cash vaults.
- Collaborate with team members to achieve branch goals and deliver exceptional customer experiences.

Qualifications

- High school diploma or equivalent; bachelor's degree in finance or related field preferred.
- Prior experience in customer service or banking is a plus.
- Strong interpersonal and communication skills.
- Excellent problem-solving and decision-making abilities.
- Attention to detail and accuracy in transaction processing.
- Ability to work in a fast-paced, customer-focused environment.
- Knowledge of banking regulations and compliance standards.
- Proficiency in using banking software and computer applications.

Experience

- Entry-level candidates are welcome to apply.
- Previous experience in customer service, retail, or banking is advantageous.

Skills

- Customer-focused attitude.
- Strong communication and interpersonal skills.

Hiring organization

Axis Bank

Employment Type

Intern

Duration of employment

6 months

Industry

Financial services

Job Location

Mumbai, Maharashtra, India,
400001, Mumbai, Maharashtra,
India

Working Hours

8

Base Salary

10

Date posted

July 9, 2025

Valid through

20.09.2027

- Ability to work in a team and collaborate effectively.
- Proficiency in using banking software and computer applications.
- Sales and cross-selling skills.
- Problem-solving and decision-making abilities.
- Attention to detail and accuracy.

Job Benefits

- Competitive salary and performance-based incentives.
- Comprehensive training and development programs.
- Career advancement opportunities within the banking industry.
- Health, dental, and vision insurance plans.
- Retirement savings plans.
- Employee discounts and perks.
- A supportive and inclusive work environment.

Contacts

Interested candidates are invited to submit their resumes and cover letters to Axis Bank's HR department via email at careers@axisbank.com. For more information about Axis Bank and our current job openings, please visit our website at www.axisbank.com/careers or contact our HR department at (123) 456-7890.

Axis Bank is an equal opportunity employer committed to diversity and inclusion. We encourage applications from candidates of all backgrounds and experiences.