



(A Joint Venture of State Bank of India & Insurance Australia Group)

SBI General/Recruitment/2014-15

Dated: 8th October 2014

Applications are invited for the Current Vacancies mentioned below. Persons, who are desirous and fulfil the eligibility criteria set out against each position, may send in their application.

## Current Vacancies

[Current Vacancies in Claims](#)

[Current Vacancies in Human Resource & Learning](#)

[Current Vacancies in Information Technology](#)

[Current Vacancies in Internal Audit, Control & Risk](#)

[Current Vacancies in Operations](#)

[Current Vacancies in Strategy and PMO](#)

[Current Vacancies in Underwriting & Reinsurance](#)

**For more Vacancies kindly visit us again after few days!**

### **IMPORTANT:**

1. Job Titles and reporting lines are indicative and may be changed at the sole discretion of the Company.
2. No hard copies or documents should be sent.
3. Communication will be sent to only those candidates who are found suitable in the preliminary scrutiny.
4. Solicitation in any form by the applicant will lead to disqualification
5. This is not an offer of employment but only an invitation for applications for various positions. SBI General Insurance Company Ltd. has the absolute discretion not to appoint any one for any of the positions.
6. Last date for receipt of filled in application for the above vacancies is **30<sup>th</sup> October 2014**.

### **Personal Traits expected from all the applicants:**

- Enjoys and seeks out accountability for delivering expected results
- Consultative and open to discussion and challenge
- Willing to question and challenge the status quo
- Straightforward, honest, tells it 'as it is'
- Is persuasive and influential
- Thinks 'whole of business', while still delivering results for own area of accountability

- Is entrepreneurial in approach; focuses on profitable growth and continuous improvement
- Tenacious and resilient

**Skills expected from all the applicants:**

- Ability and willingness to work in project mode for setting up systems, procedures and infrastructure in the chosen functional area and to take up active functional role subsequently.
- Good computer skills.

## CLAIMS

POSITION ID	JOB TITLE	WILL REPORT TO
CLM03005	AVP/Senior Manager – Fraud & Investigations (National Role)	AVP – National Claims Services
<b>ELIGIBILITY</b>		
Required Qualification	Required Experience	
Degree/Diploma in Law / Forensics / Financial Auditing  Preferred qualification in Insurance	<b>Essential</b> – Minimum 7 yrs. of experience in similar role  <ul style="list-style-type: none"> <li>➤ Experience in developing and implementation of elements of fraud management framework</li> <li>➤ Work experience in Fraud &amp; Investigation (Internal &amp; External) management profile in financial services industry / General Insurance Co.</li> <li>➤ Experience in handling requirements from Risk &amp; Compliance team &amp; implementing strategy initiatives</li> <li>➤ Experience in managing development of improvement strategy, manage / support / oversee implementation of System &amp; Process improvements</li> </ul>	
Location		
<b>Corporate Office Mumbai</b>		
Key Responsibility of the Role		
<ul style="list-style-type: none"> <li>➤ Identify lead Investigation process, monitor &amp; control fraud claim cases for cases referred.</li> <li>➤ Create network of Investigators across India</li> <li>➤ Review Audit Reports to Identify action points &amp; ensure implementation of the same within Claims department</li> <li>➤ Prepare &amp; circulate reports / MIS for Fraud Control Measure for SBI Claims Team</li> <li>➤ Prepare Standard reporting to regulators &amp; Internal Stakeholders</li> <li>➤ Ensure implementation of suggestions made in Closed file Review for adoption of standard guidelines for better implementation of fraud &amp; Investigation guidelines</li> <li>➤ Promote and monitor compliance with SBIGIC fraud policies</li> <li>➤ Review &amp; update of SBIGIC fraud control framework &amp; guidelines</li> </ul>		

POSITION ID	JOB TITLE	WILL REPORT TO
CLM03006	Manager - Claims Admin & Projects	AVP – National Claims Services
<b>ELIGIBILITY</b>		
Required Qualification	Required Experience	
Graduate or 3 Year Diploma in any Discipline from Govt. or Govt. Recognised Institute	<p><b>Essential</b> – Minimum 5 yrs. of experience in similar role</p> <ul style="list-style-type: none"> <li>➤ Highly proficient with the keyboard and IT applications. <b>Microsoft Office Specialist (MOS) in Outlook, Excel, Word and PowerPoint.</b></li> <li>➤ Development &amp; drafting for claims projects.</li> <li>➤ Good communication and language skills. Fluency in at least 2 languages – Hindi, English</li> <li>➤ Excellent calendar management skills, including the coordination of meetings</li> </ul>	
<b>Location</b>		
<b>Corporate Office Mumbai</b>		
<b>Key Responsibility of the Role</b>		
<p>Develop &amp; facilitate NCS team on various manuals, procedures, process, circulars, liaising with IT, drafting &amp; presenting. Help in scheduling, booking, planning and executing tasks and meetings of strategic importance ensuring requisite confidentiality at all times. Managing conferances , travel, bookings &amp; calenders for HOD.</p> <ul style="list-style-type: none"> <li>➤ Support in development of various new &amp; existing project documents, process, formats, manuals, presentations on the same for National Claims Services.</li> <li>➤ Support in development of various claims work flow based trackers, presentation (MWB, BPRM, Claims IT Requirement). Liaising with IT.</li> <li>➤ Manage external and internal communication drafting on HOD's behalf</li> <li>➤ Coordination with various department, and external stakeholders for various purposes for various claims related tasks and meetings.</li> <li>➤ Managing schedule, meeting, calendar and files in a manner that supports HOD in being efficient.</li> <li>➤ Develop quick understanding of the claims business environment, internal organization and ways of working.</li> <li>➤ Development of claims manuals, procedures, process, circulars, liaising, drafting &amp; presenting, trackers.</li> <li>➤ Ensuring all actions from claims management meetings and correspondence are recorded, actioned and reported.</li> <li>➤ Review and summarize claims miscellaneous reports and documents; prepare background documents and outgoing mail as necessary.</li> <li>➤ Managing and maintaining the HOD's busy and constantly changing diary. Ensuring colleagues are aware of changes that affect them in a timely manner.</li> <li>➤ Develop and maintain information systems (electronic and hard copy)</li> </ul>		

## HUMAN RESOURCE & LEARNING

Position ID	Job Title	Will Report To
HRM04002	Deputy Manager/Manager – Learning & Development	Sr Manager/AVP – L&D
ELIGIBILITY		
Required Qualification	Required Experience	
Minimum Graduation degree  Preferable: Licentiate or Associate III (General Insurance stream)	Minimum 5-6 years of post qualification relevant experience.  Preferable: The candidate should be preferably from general insurance industry.	
Location		
Bhopal, Bhubaneswar, Chandigarh , Ahmedabad		
Key Responsibility of the Role		
<p>This position will be an integral part of the L&amp;D team and will be responsible for:- a) Delivery of GI Domain Training Programmes b) Creation and design of Content for Product &amp; process training c) Project Management of assigned Projects d) Sales Training for Agents, Banca Channels &amp; Employees</p> <p><b>Circle Training Manager: Manage and Conduct Domain &amp; Behaviour Training as per the L&amp;D Philosophy</b></p> <p>Conceptualise and deliver effective sales training programs</p> <p>Conducting Product &amp; Process &amp; System specific training in accordance to the Training Plan. Delivery of Retail Products like Motor, Health, Fire, Marine, LTH, PA SME Package, etc. For all sales channels</p> <p>End to end logistics for sales &amp; behavioural training in the region.</p> <p>Content creation for high impact product &amp; behavioural training programs.</p> <p>Arranging, evaluating &amp; empanelling suitable vendors for relevant training programs in the region.</p> <p>Assisting in TNI Process &amp; creation of employee training calendar</p> <p>Conducting SP/Agent &amp; other Sales training programs as allocated.</p> <p>Manage/Conduct New Employee Orientation program within laid down TAT's.</p> <p>Maintain and continually update training related data and publishing MIS as laid down.</p> <p>Communication with stakeholders to ensure there is no communication gap and training program is executed in smooth manner</p> <p>Linking the projects to Company's bottom line Managing overall Logistics planning &amp; budget.</p>		

## INFORMATION TECHNOLOGY

POSITION ID	JOB TITLE	WILL REPORT TO
ITS04034	<b>Manager – Information Management</b>	Assistant Vice President – Enterprise Information Management
<b>ELIGIBILITY</b>		
Required Qualification	Required Experience	
<p><b>Essential</b></p> <p>a) Bachelors degree or higher</p> <p><b>Preferred</b></p> <p>a) Masters in Business Administration</p> <p>b) Associate / Fellowship in General Insurance from a recognised and reputed institution</p> <p>c) A combination of the above qualifications will be an advantage</p>	<ul style="list-style-type: none"> <li>✓ 5 – 7 years of experience, all in IT</li> <li>✓ At least 5 years of experience in Data Warehouse, ETL and Business Intelligence</li> <li>✓ Preferred to have exposure to large Data warehouse sizes in the range of 50 TB +</li> <li>✓ Preferred to have General Insurance domain exposure</li> <li>✓ Skills in managing the MIS &amp; Report distribution through different channels including automatic report bursting on mobile end user devices</li> <li>✓ Ability to work under pressure, provide production level support to the organization as required during peak times</li> <li>✓ Ability to work with minimum supervision</li> </ul>	
<b>Location</b>		
Mumbai		
<b>Key Responsibility of the Role</b>		
<p>This key position is to ensure adequate implementation of Data warehouse, Business Intelligence and Analytics. The position is also responsible for end to end conceptualization and delivery of Analytics for the organization using Data Warehouse and Business Intelligence tools and technology.</p> <p>The incumbent in this position will be responsible for ensuring that the Data Management, Data-warehousing, Business Intelligence, MIS &amp; Reporting tools/applications are designed, implemented, monitored and managed in a superior manner using the best practices to meet the current and future needs of the organization in terms of data use and management. One of the key roles of this position would be to provide technical assurance for the solution design and ensure use of best practices to deliver a high performance solution in an efficient and effective manner. The MIS and reports generated using the business intelligence tool should be timely and accurate to provide quick and effective decision making. The responsibilities include liaison with the vendors and monitoring the performance of the vendors against established service level agreements. Responsible for ensuring that the data warehouse, data marts, data management, business intelligence &amp; reporting tools/applications are implemented successfully and properly in a timely manner to meet the business needs.</p> <p>Key Responsibilities:</p> <ol style="list-style-type: none"> <li>1. Responsible for ensuring that the data warehouse, data marts, data management, business intelligence &amp; reporting tools/applications are implemented successfully and properly in a timely manner to meet the business needs.</li> <li>2. Ensure that the data-warehouse is designed using the best practices. Review and design the data models &amp; schemas for appropriateness to business needs by working closely with the business teams.</li> <li>3. Responsible for ensuring that the current and future business requirements around analytics, MIS and reporting are met.</li> <li>4. Responsible for implementation of a robust ETL Framework.</li> <li>5. Work closely with the IT partner in establishing a strong working relationship.</li> </ol>		

6. Ensure that any breach of SLAs by the IT partner are escalated and managed in an appropriate and timely manner with minimum disruption to the operation of the business  
Regularly review and audit the performance of the IT vendor against the terms and conditions as defined and agreed.
7. Constantly seek to get feedback from the business and users of the IT services and take appropriate corrective actions.
8. Conceptualize and drive the delivery of Business Dashboards.

### Key Skills

#### Technical Skills

Data Warehouse	Should have good knowledge and experience in data ware house design and best practices
ETL	Should have strong knowledge and experience on one or more ETL tools, preferably ODI
Business Intelligence	Hands on experience on one or more BI tools
Database	Hands on experience on RDBMS – dimensional modelling, SQL and PL SQL
Master Data Management	Thorough knowledge of best master data management practices
Information Architecture and Management	Thorough grasp of Enterprise level Information Architecture and Management practices

#### Behavioral Skills

Thought Leadership	Consistently challenge status quo and traditional thinking. Propose innovative solutions and implement new and alternative ideas that set a new industry standard.
Interpersonal skills	Establish and maintain good relationships with senior executives, key stakeholders, business analyst teams and external service providers.
Problem solving	Ability to identify issues and resolve them in a timely and effectively through innovative ideas. Exhibits confidence and an extensive knowledge of emerging industry practices when solving business problems. Push creative thinking beyond the boundaries of existing industry practices and individual mindsets.
Communication skills	Strong communication skills (read, write and speak) including good listening skills. Good knowledge of English and at least one regional language. Ensure complete understanding when communicating. Assist in the facilitation of stakeholder meetings. Deliver informative, well-organized presentations.
Decision making	Strong leadership skills with the ability to make concrete and timely decisions in critical times. Act decisively. Is able to face problems and take actions after rapidly weighing the benefits and drawbacks.
Results Leadership	Meet and exceed customer expectations. Ability to drive results and demonstrate quick business benefits. Demonstrate initiative and risk taking. Demonstrating a drive to win in the market place.
Others	Eye for details.

## Internal Audit, Control & Risk

POSITION ID	JOB TITLE	WILL REPORT TO
IAC02002	Manager/Deputy Manager – Risk Management	SVP -Internal Audit & Chief Risk Officer
<b>ELIGIBILITY</b>		
Required Qualification	Required Experience	
Graduate / Post Graduate Preferred : Graduate from Risk Management stream	Hands on 4-6 years work experience in risk management function. Preferred : Work experience in bank or general insurance company	
<b>Corporate Office</b>		
<b>Key Responsibility of the Role</b>		
<ul style="list-style-type: none"> <li>✓ Quarterly review of enterprise risk profile.</li> <li>✓ Annual review of functional risk profiles.</li> <li>✓ Preparing risk registers for major functions.</li> <li>✓ Manage risk reporting on monthly basis.</li> <li>✓ Conduct risk management training.</li> <li>✓ Preparation of reports for risk management committee meeting of Board.</li> </ul>		

POSITION ID	JOB TITLE	WILL REPORT TO
IAC 03003	Assistant Manager/ Sr. Executive –Internal Audit	DM - Internal Audit
<b>ELIGIBILITY</b>		
Required Qualification	Required Experience	
Chartered Accountant / Graduate with Insurance as major subject. <b>Preferred:</b> Degree from III	Hands on 2-4 years work experience in internal audit. Preferred: Work experience in general insurance company.	
<b>Location</b>		
Mumbai Corporate Office		
<b>Key Responsibility of the Role</b>		
Key Responsibilities <ul style="list-style-type: none"> <li>✓ To execute HO audit assignments as per approved audit plan.</li> <li>✓ To execute operational audit of branches on need basis.</li> <li>✓ To release audit reports in standard template within time line.</li> <li>✓ To ensure total implementation of corrective &amp; preventive action.</li> <li>✓ Develop audit check list/ program for HO assignments.</li> </ul>		



## Operations

POSITION ID	JOB TITLE	WILL REPORT TO
OPS03005	Branch Operations Head (Grade: Asst. Manager/Sr. Executive)	Regional Head-Operations
ELIGIBILITY		
Required Qualification		Required Experience
<p><b>Essential</b> – Graduation/Post Graduation in any faculty from a recognised University/Institution. Strong knowledge of various technology platforms and orientation to modern word-processing and spreadsheet tools.</p> <p><b>Preferred</b> – Insurance qualifications like Licentiate/Associate from Insurance Institute of India or any Diploma or Certification course from reputed University/Institution Proficiency in Word, XL, Power-point, Microsoft Access.</p>		<p><b>Essential</b> – Minimum 2 years of experience in an Insurance Company/BPO industry.</p> <p><b>Preferred</b> – Work experience in a General Insurance industry.</p>
Location (No. Of Vacancies : 3		
Hubli(1), Hissar(1), Hyderabad(1)		
Key Responsibility of the Role		
<ol style="list-style-type: none"> <li>1. Implement work processes; make use of Company’s systems and software for issuance of policies, post policy endorsements and servicing for all lines of business from the location.</li> <li>2. Provide live support to Customer Service Executives on Technical, Systems and IT issues to resolve their matters &amp; timely escalate the same to relevant authorities to provide fast solutions.</li> <li>3. Define KRAs, KPIs, targets, performance measures for Team and monitor productivity on a scheduled basis.</li> <li>4. Identify training needs, design training courses, set training schedules, and conduct training sessions for the Operations team in branches.</li> <li>5. Report to superiors on defined frequency in the manner laid down.</li> <li>6. Ensure a zero defect policy issuance and post policy issuance activities.</li> <li>7. Provide efficient Claims services, smooth coordination, follow-up and assistance to service providers.</li> <li>8. Manage facilities and general administration of the office for smooth business environment and ensure legal and statutory obligations are met at all times.</li> <li>9. Provide IT, Training, Logistics support to SBI Branches and other Intermediaries for business growth.</li> <li>10. Support HO-HR in implementation of HR administration at the location.</li> <li>11. Identify process deficiencies and hindrances, do root cause analysis, work solutions and discuss them with superiors.</li> <li>12. Play a change manager while implementing new processes when called for.</li> </ol>		

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## STRATEGY AND PMO

POSITION ID	JOB TITLE	WILL REPORT TO
STR PMO 01	AVP/SM - Strategy	Head – Strategy & PMO
ELIGIBILITY		
Required Qualification	Required Experience	
<ul style="list-style-type: none"> <li>➤ A Bachelor’s degree /or higher</li> <li>➤ Master’s in Business Administration or equivalent</li> </ul>	<p>More than 8 years of total work experience in BFSI (direct industry experience or Consulting experience) of which 3~5 years of recent work / project experience in the area of Strategy formation and execution.</p>	
Location		
<b>Head Office - Mumbai</b>		
Key Responsibility of the Role		
<p>At SBI General, Strategy is more of an internal consulting organization that partners with executive management and senior business leadership to create, analyze, and execute strategic and operational initiatives to maximize company performance and long-term shareholder value. We are seeking a top candidate with a strong background with proven strategy formulation and execution experience from a leading strategy consulting organization or internal development role with a leading insurance organization. Strategy department constantly works with business units and support functions in formulating and executing initiatives on Growth and Performance, Market Strategies, Customer Strategies, Business Transformation and Operational / Service Excellence.</p> <p>Executable strategy requires fusing insightful thinking with disciplined implementation to achieve breakthrough performance. The ‘AVP/CM/SM – Strategy’ role will lead and support major corporate new initiatives partnering with the top executives in the organisation. The major responsibilities for this high impact role include:</p> <ul style="list-style-type: none"> <li>➤ Formulate strategic options, evaluate selected options and make recommendations on decisions involving investments or decisions, comprehensively to senior management along with key business leadership</li> <li>➤ Lead strategic engagements including sales, performance, financial and organizational analysis, development and evaluation of recommendations, and implementation of strategic solutions</li> <li>➤ Contribute to the overall strategic direction of the company by helping to identify, frame, and develop responses to the key opportunities or issues facing the organisation / industry</li> <li>➤ Collect, analyze and synthesize data to develop hypotheses on various components of the assignment; build and analyze financial models where necessary to evaluate the impact of different strategic options on the business</li> <li>➤ Conduct desk-and market-based research to support Strategy formulation/assessment</li> <li>➤ Lead specific projects, to support the development and delivery of the strategy. Work with cross functional teams (including consultants) to identify and analyse key levers impacting the process / work area</li> <li>➤ Develop and maintain company’s five year rolling-business plan and yearly Sales budgets at Company, Branch, Channel, Product level. Work with Executive Leadership and Finance &amp; Budgeting, Sales, Underwriting and Claims teams in formulating and planning for yearly targets and KPIs</li> <li>➤ Develop and maintain company’s five year rolling-business plan and yearly Sales budgets at Company, Branch, Channel, Product level. Work with Executive Leadership and Finance &amp; Budgeting, Sales, Underwriting and Claims teams in formulating and planning for yearly targets and KPIs</li> <li>➤ Develop high-quality work product in various formats; formulate strategic recommendations</li> </ul>		

for senior leadership and executives and Deliver on projects with predetermined measures of success

- Build relationships with key stakeholders in the organisation in order to ensure that the work of the strategy function is leading the companies broader business objectives
- Demonstrate the necessary professionalism and senior presence required to interface with corporate executives on a regular basis and partner with business owners
- Demonstrate a positive attitude, maintain absolute professional discretion and possess a high level of integrity
- Bring an external advisor's perspective to the business. Use networks within and outside of the industry to learn trends and best practises and evaluate how they can be applied to SBI General's business

## UNDERWRITING & REINSURANCE

POSITION ID	JOB TITLE	WILL REPORT TO
UTG03023	Senior Underwriting Manager – Marine Insurance (AVP Level)	National Underwriting Manager – Corporate & SME
<b>ELIGIBILITY</b>		
<b>Required Qualification</b>		<b>Required Experience</b>
Graduate with Insurance qualification Preferred Qualification - Insurance qualification equivalent to AAll		10 years in General Insurance with minimum 5/7 years experience in Marine cargo underwriting
<b>Location</b>		
Mumbai		
<b>Key Responsibility of the Role</b>		
<p>The role is accountable for overseeing the provision of technical underwriting, referral management, portfolio analysis, support and guidance across the Corporate / SME Marine portfolios to enable the business to achieve targeted objectives</p> <p><b>TECHNICAL UNDERWRITING</b></p> <p>Ensure the team, at all level, provides technical underwriting guidance and direction on Specialty Lines business to Development and Underwriting staff as well as Intermediaries.</p> <p><b>IMPLEMENT UNDERWRITING STRATEGY, PROTOCOLS AND GUIDELINES</b></p> <p>In conjunction with the National Underwriting Manager – Corporate &amp; SME implement SBIGIC's Underwriting Policy in respect to Marine business and establish appropriate underwriting policies, frameworks, protocols and guidelines to support a disciplined underwriting environment.</p> <p><b>PORTFOLIO PERFORMANCE</b></p> <p>To ensure profitability objectives for the marine portfolios are achieved by monitoring the performance of the portfolios, identifying adverse trends and profitable trends and growth segments, recommending actions to the National Underwriting Manager – Corporate &amp; SME, and ensuring agreed portfolio initiatives are implemented.</p> <p><b>DEVELOPMENT OF UNDERWRITING COMPETENCY</b></p> <p>Develop processes and build an environment through training to develop skills for operational staff, in respect of Marine business.</p>		

POSITION ID	JOB TITLE	WILL REPORT TO
UTG 05005	<b>Executive/Senior Executive - Credit Insurance Service &amp; Administration</b>	Senior Commercial Underwriting Manager – Credit Insurance
ELIGIBILITY		
Required Qualification	Required Experience	
Graduation	Preferably the person should have minimum 3 to 5 years of Industry experience in handling Administration of Credit Insurance	
Location		
Mumbai		
Key Responsibility of the Role		
<p>Manager administration of the credit insurance and servicing activities including coordinating with all relevant teams to smoothly manage entire lifecycle of Trade Credit Insurance Policy.</p> <ul style="list-style-type: none"> <li>• Preparation and Issuance of Credit Insurance Policy</li> <li>• Limit administration &amp; processing.</li> <li>• Issuance and monitoring of the limit endorsements.</li> <li>• Manage Quarterly turnover declarations.</li> <li>• Monitor limits fees, Intervention fees, Premium Installment invoices etc.</li> <li>• Maintaining various MIS for Credit Insurance &amp; related compliances.</li> </ul>		

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