

## About the Organization

**Company Website:** <https://subk.co.in/>

Founded in 2010, **Sub-K IMPACT Solutions Limited** started with a vision to provide financial access to the underserved by leveraging technology and local entrepreneurship. Sub-K is a digital financial intermediary that leverages the power of technology and local entrepreneurship to offer last-mile banking and financial solutions to the underserved. Sub-K serves as a bridge between financial service providers and customers at the last mile: they help banks build their customer base on the provision of savings, payments, and credits, and help customers better access these financial service offerings. The company has partnered with over 16 private and public banks, is operational in 27 states, and serves a customer base of over 7 million with a bouquet of financial services through a network of 8,000+ customer service points and a 2,000-strong employee base. Sub-K recognizes that the future lies in digital transformation, and they have been working towards digitizing every aspect of their services.

---

## Job Title: Customer Service Representative (CSR)

### Key Responsibilities:

- Source and generate business within the assigned geography.
- Build and manage business volume while exploring new business opportunities.
- Maintain excellent customer relationships through regular communication and support.
- Drive monthly collections for loans and follow up on overdue accounts.
- Show a business-driven mentality by meeting sales targets and expanding market reach.
- Ensure timely follow-up with customers on overdue payments to minimize delinquencies.
- Familiarity with digital payment platforms and handling transactions.
- Should be willing to travel on a day-to-day basis

### Qualifications:

- Minimum qualification: 10+2 or Graduation.
- 1+ years of relevant experience in customer service or sales (freshers are welcome to apply).
- Must possess a two-wheeler and a valid driving license.
- Proficiency in the local language is required.
- Comfortable using digital payment systems and other transaction tools

**Location:** Bihar, Chhattisgarh, Goa, Karnataka, Madhya Pradesh, Maharashtra, Odisha, Tamil Nadu, Telangana, Uttar Pradesh, West Bengal

\*Sub-K doesn't discriminate amongst candidates on grounds of gender, caste, religion, disability, or sexual orientation.

**Head Office Address :** [Surabhi Arcade, 3rd Floor, Bank St. Troop Bazaar, Koti, Hyderabad, Telangana 500001](#)