CHANNEL MANAGER SUPERVISOR (CMS) ROLE

RESPONSIBILITIES
• Monitor performance of Channel Manager Facilitators (CMF-AC).
• Responsible for overall ambience of ATM-lobbies and e-Corners & functioning of the ATMs attached to him along with SWAYAMs / GCC / any other AC products.
• Ensuring maximum availability and uptime of ATMs / SWAYAMs as per Bank's guidelines.
• Ensuring the e-surveillance Systems is functioning.
• Effective Vendor Management of all the products under AC department
• Ensure updation / verification of ATM Data details in the i-Alert Portal Database.
• Updation / verification of SWAYAM Data in SWAYAM Dashboard.
• Assist AGM (AC-Ops) / DGM (AC) in site selection as per guidelines for new ATMs/ SWAYAMs and relocation of existing ATMs/ SWAYAMs where warranted.
• Coordinate for introduction of locale specific ATM / SWAYAM features and or infrastructure (e.g. Regional language display, larger capacity UPS, etc).
• Maintain the Preventive Maintenance (PM) reports of Machines from respective OEM Vendors of ATM / ADWM /SWAYAM.
• Coordinate with local RBOs for installation of Swayam kiosks as required.
• Responsible for follow up of zero transaction branches in Swayam & GCC with branches or respective vendors.

FUNCTIONS

• Monitoring and ensuring optimum utilization of dashboards, mobile app and manpower provided in the form of Support to CMF.
• Verification/perusal of physical visits done by CMF-AC. Apprising the same to AGM (AC-Ops). He/she should also make surprise visits to ATMs room / lobbies / e-corners to check whether things are in order as described in roles of CMF-AC once in quarter through Channel Manager Access Card (CMAC).
• Monitoring HP-ESQ Tool for uptime/downtime/faults through portals/ app and advise Support to Channel Manager Facilitators to follow up with respective stakeholders for early resolution.
• Monitor SWAYAM Dashboard for down/ zero txn kiosks and advise Support to Channel Manager Facilitators to follow up with respective stakeholders for early resolution.
• Advise physical ATM / ADWM / Swayam / GCC visit schedule to CMF-AC.
• Obtaining the latest Approved Publicity materials to be displayed in the ATM room & ATM / ADWM/ SWAYAM Screens from AGM (AC-Ops) and advise the same to CMF-AC for compliance.
• Any short coming must be rectified within shortest time in consultation/coordination with controllers/vendors.
• In addition to periodic visits, visit ATMs / ADWMs / SWAYAMs in case of exigencies like installation/ replacement, vandalism, fraud, fire, flood etc.
• Co-ordinating and overseeing between vendors and operating Bank Staff (CAC/Branch) for early resolution/fixing of problems.
• Any other situation when presence of Channel Manager Supervisor at the site is warranted. This is applicable for CAPEX/BLA/TOM Machines.
• Ensure to follow up with CMS vendor for timely resolution of Auto call logged for Swayam.
• Ensue to call log manually for zero transaction Swayam Kiosks.
• For all the ATMs / SWAYAMs, will ensure timely service/resolution of problems in accordance with timelines/SLAs in the respective agreements. Feedback to AGM (AC-Ops), regarding penalties for breach in SLA clauses by vendors.

• Assist AGM (AC) in (a) locations/site selection as per location guidelines for new ATMs / SWAYAMs. (b) location analysis for existing ATMs / SWAYAMs-suggesting relocation where warranted.
• Attending to any other situation where his presence is required, as instructed by AC Dept. at Circle.

MEASURES OF SUCCESS:

• Ensuring maximum availability and uptime of the attached ATMs along with SWAYAMs / GCC / any other AC products, as per Bank's guidelines.
• Monitoring and ensuring effective functioning of e-Surveillance Systems.
• Effective Vendor Management of all the products under AC department.
• Monitoring and ensuring overall ambience of ATM lobbies and e-Corners, is of desired standard.