

Job Profile

- Identify customer issues / concerns and provide necessary solutions
- Escalation of customer requests on timely and accurate manner
- Ensure that a consistently high level of service is provided to all customers reaching the center
- Ensure that all Internal Business Systems and processes are followed when dealing with clients
- Identify sales leads and cross sell other bank products at every opportunity
- Ensure up-to-date product /process knowledge is acquired and maintained through dedicated self-learning
- Ensure the agreed timelines and regulatory compliance requirements are met

Special Skills

- Excellent communication skills – Verbal & Written
- Excellent knowledge in Telephone Etiquette
- Analytical and problem-solving skills
- Ability to work based on a roster
- Excellent teamwork & interpersonal skills

Experience & Qualifications

- Minimum of 2 years' working experience in a Bank / Financial Institution / Service Industry with exposure to a similar operation