

Customer Care Specialist - Contact Centre

 Closing Date: 17th December 2022

Key responsibilities

- 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

Experience, skills & qualifications

- Minimum of 1-2 years' working experience in a contact center, preferably in a bank / Financial Institution / Service Industry
- 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

Please forward your CV to careers@nationstrust.com specifying the vacancy which you are applying for on the subject line. Kindly note that only shortlisted candidates will be called for the interview.