

ASSOCIATE MANAGER CONTACT CENTRE

Join our team as an Associate Manager - Contact Centre. Lead and supervise our dynamic Contact Centre team, ensuring exceptional customer service and operational excellence. Inspire the young team with strong leadership, data analysis capabilities, and problem-solving abilities to deliver better results and exceptional customer service. Collaborate with other functions to solve customer issues, improve service standards and deliver outstanding results.

THE JOB

- Execute Contact Center strategies and standards to deliver world class experience to customers
- Manage and supervise overall operations of Contact Centre to ensure the team achieves its objectives
- Initiate internal campaigns to thrive productivity and profitability
- Manage capacity planning, competency development and Contact Center staff recruitment
- Responsible in managing overall overheads of the Contact Centre
- Ensure highest level of compliance in terms of process and procedures

THE PERSON

- Be part qualified in Banking / Finance or any other related field
- Minimum 4 years of experience in leading Contact Centre Operations preferably in Banking or Financial services
- Possess strong communication and interpersonal skills
- Ability to analyze data and make data driven decisions
- Should be proactive and able to work in fast paced dynamic environment
- Should possess a minimum rating of "Meets Expectation" for the last performance year
- Should not have a disciplinary inquiry under investigation

Please login to <https://www.ndbbank.com/careers> to apply on or before 26th May 2023

We will correspond only with the shortlisted applicants

"We are an equal opportunity employer"



The future is banking on us