CUSTOMER EXPERIENCE ASSOCIATE OMNI CHANNELS

The job holder is responsible in delivering exceptional customer experience by managing customer interactions across multiple channels, such as email, chat, social media, and in-person, to ensure a seamless and consistent customer experience is delivered. This may involve handling inquiries, resolving concerns, retaining clients and maintaining customer satisfaction across digital customer touch points.

THE JOB ▶ ▶ ▶

- Respond promptly and accurately to customer inquiries via digital platforms whilst ensuring a high level of customer satisfaction.
- Engage and resolve customer inquiries in a timely and effective manner, addressing their concerns.
- Provide high quality and error free information about our products and services to customers.
- Proactively identify opportunities to enhance customer experience and provide suggestions for improvement.
- Collaborate with other departments to resolve customer concerns and provide feedback and suggestions.
- Provide accurate MI for management decisions and forecasting

THE PERSON ▶ ▶ ▶

- Minimum one year experience in similar capacity with Exposure in banking operations (Branch banking/ Cards / Retail credit) would be an added advantage
- Excellent written and verbal communication skills, with the ability to communicate effectively through digital platforms
- Strong interpersonal skills, with understanding of Omni channels and social media customer management
- Proficiency in handling Chat bots, Social media tools would be an added advantage
- Flexibility to work on shifts, weekends, and holidays as needed.
- A Team player that would collaborate and work with other divisions and own unit
- Have a basic knowledge of data analytics to identify trends for service improvements

Position is available at Banking Associate / Senior Banking Associate

Please login to https://www.ndbbank.com/careers to apply on or before 19th May 2023

We will correspond only with the shortlisted applicants

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NDB bank
The future is banking on us

Vice President, Group Human Resources