

# Associate Manager - Call Quality & Training Contact Centre

The job holder is responsible for upholding the standards of excellence in customer experience and to elevate performance of Contact Centre agents through continuous monitoring, coaching, training programs and enhancing call quality. This role is central to ensuring that our bank continues to deliver top-notch service to our valued customers while keeping our team well-equipped and compliant with industry's best practices

## THE JOB

- Empowering staff members to deliver exceptional service through Call Coaching & Training
- Analyze call quality effectiveness and uplift Contact Centre Quality Standards
- Implement quality initiatives to increase staff productivity and efficiency
- Conduct customer satisfaction surveys covering key customer touch points to gather feedback
- Design, Develop and Deliver comprehensive training programs for Contact Centre staff in line with the Bank Strategy
- Standardize service delivery by developing scripts and procedures across all channels
- Conduct Call Quality Reviews for Contact Centre Agents, weekly/monthly basis and offer coaching and mentoring to improve agent performance
- Staff development to be tracked and report progress with the stakeholders for continuous development

## THE PERSON

- Possess full qualification in Banking / Finance or any other equivalent qualification. Training related qualification would be an added advantage
- Possess 8 years' experience in banking and finance with minimum 5 years' experience in Contact Centre Operations
- Exceptional communication, coaching and mentoring skills
- Detail-oriented with strong analytical and problem solving abilities
- Leader and a Team player who can motivate young teams

Please login to <https://www.ndbbank.com/careers> to apply on or before **20<sup>th</sup> November 2023**

We will correspond only with the shortlisted applicants  
"We are an equal opportunity Employer"



The future is banking on us

Vice President Human Resources