

Executive – Inbound Supervisor - Contact Centre

The Job holder would be instrumental in grooming and assisting Contact Centre employees to deliver exceptional customer service to NDB's esteemed clientele. Further Job holder is also responsible to have effective control measures to drive continuous improvements in service deliveries

THE JOB

- Motivate and drive Contact Centre team towards achieving a Service level targets and maintain the lower abandoned rate
- Offer on the job assistance for staff members to ensure customer inquiries are resolved on the first call
- Ensure concerns are resolved within established time lines and no staff service quality related complaints
- Drive the teams through huddles, team gathering and coaching to motivate the staff members to achieve target KPIs
- Escalate process/product/system issues identified through inbound calls to the appropriate person/department
- Make sure there are zero mistakes made in the processes and audits, and that daily audits are completed on time to ensure that risk factors are mitigated
- Control overheads by using roster planning and launch productivity initiatives to manage expenses
- Ensure that the department's cross-selling target is met

THE PERSON

- Possess full/part qualification in Banking / Finance or any other equivalent qualification. Training related qualification would be an added advantage
- Possess minimum 5 years' experience in Banking with exposure in Contact Centre operations would be an added advantage
- Exposure to Contact Centre, CRM systems would be added advantage
- Excellent written and verbal communication skills to communicate effectively with teams and customers
- Proven Leadership and Team management skills in driving teams towards KPI Targets
- Strong interpersonal and negotiation skills with extensive knowledge of customer service procedures and principles
- Out of the Box problem solving skills to resolve customer concerns while maintaining professionalism

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