

# Deputy Manager Service Quality Customer Experience

## THE JOB

- Work with heads of departments to develop an enhanced customer experience life cycle and provide customer insights to business units to improve customer experience.
- Actively participate and share findings on service performance at the Customer Service steering committee meetings.
- Monitor all feedback channels and make recommendations to the top management.
- Manage NDB Reception Desk at Nawam mawatha including training the reception staff
- Overlook the brand guardian function and ensure the brand is represented positively at all customer touch points.
- Ensure the SOP's are adhered at all customer touch points at branches & departments.
- Collaborating with Service Leaders to improve service quality by completing service audits, review processes and to identify service gaps at key customer touch points.
- Establishing Service level agreements (SLAs) and quality attributes; measuring service experience; documenting evidence; and updating quality assurance procedures.
- Work with the Head of Customer Feedback Centre to collate and report service performance for quarterly business reviews.
- To carry out independent audits on Contact Centre to measure call quality/ service standards and give recommendations.
- Ensure that the branch customer feedback channels are handled effectively; ensure that the customer feedback is escalated via the system and all customers are being called back and feedback is acknowledged.
- Engage in customer interaction by regularly visiting branches to monitor actual on the floor happenings.
- Review customer satisfaction survey results quarterly with all stakeholders
- Initiate customer focus group sessions or alternate feedback methods branch wise to obtain first hand feedback on service experience
- Recommend corrective actions based on Customer feedback received. Address any unfavorable comments/lower ratings with the business heads regarding our service performance and continue to monitor for improvement.
- To identify all training requirements pertaining to branch banking, Contact Centre and Sales by analyzing trends and feedback.
- Conduct inductions & service trainings
- Initiate & execute service leap branch visits on selected criteria
- Be a contact point for brand guardian initiatives

## THE PERSON

- Be fully / partly qualified in Banking & Finance or equivalent professional qualification
- Possess minimum 7 years banking experience in front line Branch Banking/front line & at least 4 years' experience in service improvement related job function
- Possess excellent communication, Presentation and networking skills, with the ability to build rapport and engage with employees, managers etc.
- Strong ability to guide individuals toward goal achievement
- Focus on quality, accuracy, and punctual delivery of results.
- Ability to work under pressure
- Ability to think out of the box and drive change and innovation.
- Ability to successfully implement new initiatives and projects

Please log into <https://www.ndbbank.com/careers> to apply by **15th December 2023**.



We will correspond only with the shortlisted applicants

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Vice President Human Resources