



Position: Customer Contact Centre Assistant
Department: Operations
Position Location: Head Office
Reports to: Customer Contact Centre Officer
No. of Vacancies: One (1)
Closing Date: 20th September 2019

Purpose of the Position

Deliver excellent customer service and experience, query and incident resolution to both internal and external customers.

1. Customer Experience

- Handle customer queries/complaints to ensure they are attended to and/or closed within a reasonable turnaround time as well as ensuring that customers are advised of the most appropriate delivery channels to meet their needs; e.g. ATMs, Telephone, Online and Mobile banking.
- Daily review of customer complaints from, Phone, sms, online secure mails to ensure constant update and timely resolution whilst compiling feedback on recurrent issues for management information use.
- Resolve customer complaints via our media channels such as: Social Media: Facebook, Twitter, Instagram
- On boarding of all new customers within the set timelines and feedback report compiled on a daily basis. Ensure that all new accounts are taken through the on boarding process end to end.
- Communicate to customer's accurate and timely information regarding account information, bank products, service questions or problem resolution, in the first call.
- Handle customer correspondences, this would include sms and emails within the set standards. These will include inbound Calls, sms, outlook emails and online secure emails. Ensure that all correspondences via all the communication channels are handled within the agreed standards of 24hrs.
- Handle inbound and out bound communication to both Internal and External Customers.
- Tracking of customer complaints to ensure constant update and timely resolution whilst compiling and preparing reports with feedback on recurrent issues for management information use.
- Monitor Mobile Banking Transactions and follow up on the failed transactions.

2. Risk Management/ Controls & Service

- Ensure that all items handled at the Customer Care Centre are processed with due care as per the Bank's general audit guidelines as well as adherence to the KYC & Anti Money Laundering principles.
- Receive customer instructions via online banking secure mail for onward processing by the back office team and respond to the customers on transaction completion.
- Conduct activations for online customers for soft tokens.
- Achieve an audit rating of minimum, "Good", as and when we are audited on our operations.
- Handle correspondences within the agreed standards as per Customer Contact Centre Manual.
- To categorise areas which need developing and communicate information to your team leader.
- Provide back office support to all departments within the bank.

- Ensure the safety of the Customer's & Bank's information and assets as well as advising the Service Centre's and Branches on best practice through knowledge sharing regarding procedures and investigative experience hence preventing fraud.

3. Business Development

- Ensure that all items handled at the customer care centre have their charges and commissions are collected as per bank's tariff.
- 3 accounts per month per person.
- Contribute to product development and improvement through continuous feedback analysis collected by correspondence by logging calls & any correspondence. .
- Assist in the management and drive of customer loyalty initiatives to run throughout the year. These would include two inbound based customer satisfaction surveys within the year.
- Participate in business development initiatives through cross selling all the banks products.
- Engage with potential customers and retain customers by providing product and service information; resolving product and service problems and educating customers on the best financial solutions.
- Place outbound follow-up calls to sales leads and persuade potential customers to complete and submit an application.-Under business development.

Job Specifications.

Academic Qualifications:

University degree, Professional banking qualifications is an added advantage.

Work Experience:

One years' experience in a Customer service role

Skills required:

- Excellent written and spoken English
- Knowledge of Banking and Business Operations
- Conceptual and Analytical Skills
- Customer Service

Personal attributes

- **Goal driven and Result oriented:** Understands measurement metrics, appreciates being measured and driven to achieve performance targets
- **Personal Ethics:** Must be honest, fair and just with self and others, and demonstrates integrity in work and business contacts.
- **Interpersonal Skills:** fair and firm but able to build working relationships
- **Communication Skills:** Excellent written and verbal communication skills, report writing skills and presentation skills.
- **Proactive Initiator:** Must be pro-active and a self-starter .Always willing to take the initiative
- **Customer Service skills**
- **People Management skills**

*Applications should be emailed to HR@nicgroup.com not later than **September 20th 2019**. Only successful candidates will be contacted.*