

VACANCY

CUSTOMER SERVICES REPRESENTATIVE HEAD OFFICE - DURBAN

Applications for interested and suitably qualified candidates are invited in respect of the above vacancy.

CORE PURPOSE OF THE JOB

To provide and ensure excellent customer service both internally and externally by attending to all incoming communication via various channels in adherence to the banks policies and procedures to minimize risk.

MAIN FUNCTIONS OF THE JOB INCLUDE:

Customer Handling:

- Actions incoming requests (calls, emails, WhatsApp) and facilitates resolution
- Answers all inbound calls related to customer queries within 3 rings
- Logs queries and complaints on the Customer Complaints Register
- Channels queries / complaints to the relevant department
- Follows up on resolution of queries / complaints
- Closes call when query / complaint is resolved
- Contacts customers who left messages on the IVR and follow process as required ie. If complaint log on complaints register and follow through until resolved
- Assists customers with all bank related products and services queries

Technical Support

- Provide technical support to clients and staff on systems and programmes
- Talk staff or clients through a series of actions over the phone to help resolve issues
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Test and evaluate new technology

Maturing Investment

- Extracts list of maturing accounts daily with accounts maturing in 7 days times
- Sends out sms notifications for accounts maturing.

Administration

- Withdrawal sms's must be completed at the end of the same day
- Logs leads on the leads register
- Ensure all forex bookings are completed correctly

Customer Surveys

- Conducts customer surveys on all new customers across all products
- Escalates customer feedback to the relevant Branch Manager if rating is below a 3 in any area of the survey
- Follows up with the relevant Manager in respect of the area of concern until resolved

General

- Assist with adhoc duties when required.
- Look at avenues to improve customer service and make suggestions accordingly.

QUALIFICATIONS

- Matric

PREFERRED EXPERIENCE

- 3 - 4 years in the Banking industry with at least 2 - 3 years in a customer centric position

KNOWLEDGE

- Enterprise system
- Microsoft office 365
- Mobile App
- Internet and Corporate Banking
- Clickatell SMS System
- Understanding of policies and procedures
- Knowledge of Al Baraka bank products
- Basic knowledge of service level agreements between departments
- knowledge in how operating systems and software works.
- The capacity to clearly explain a technical problem

Al Baraka Bank is an Equal Opportunity Employer. Applicants from the previously disadvantaged groups and people with disabilities will be given preference.

Kindly forward your CV to kameshini@albaraka.co.za