

VACANCY

NATIONAL SERVICE CONCIERGE MANAGER

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

CORE PURPOSE OF THE JOB

To deliver superior client experiences by managing a team of employees that serve in a capacity of a Concierge thereby ensuring exceptional service delivery. This role combines client engagement, technical support, office management, and strategic direction of client services, with a strong emphasis on fostering relationships and maintaining operational efficiency.

MAIN FUNCTIONS OF THE JOB INCLUDE:

Client Services Strategy

- Responsible to develop and implement departmental client services strategies for the concierge service centres.
- Responsible to oversee the budget for the concierge service centres.
- Through constant research and peer Bank reviews, recommend innovative solutions and strategies to enhance client service delivery.
- Provide detailed reports to the GM Retail and COO MANCO regarding the strategic and operational deliverables of the respective concierge service centres.
- Review operational processes and identify efficiencies to enhance customer experience.
- Identify strategic locations for future concierge centres to engage untapped markets.

Client Engagement

- Serve as the primary point of contact between clients and the bank, enhancing their experience through exceptional service.
- Develop and maintain trusting relationships with clients at all levels, leveraging strong interpersonal and communication skills.
- Demonstrate comprehensive knowledge of banking and sales functions, bank products, services, and systems.
- Ensure clients feel welcomed and valued, upholding the company's culture and professionalism.
- Proactively endeavour to exceed client expectations by rendering excellent customer services.
- Represent the bank at regional events to network and build relationships.
- Proactively solicit business leads from clients and ensure follow through with the relevant departments to ensure that clients' needs are met.

Technical Support

- Through effective communication and collaboration with the Central Operations Division ensure that the client receives the required technical support in an efficient and effective manner for all digital requirements.
- Lead with a 'tech first' mindset.
- Excellent working knowledge of the bank's mobile banking app, Transactional Banking and other digital interfaces.

Office Management

- Ensure that there is appropriate backup Service Concierge coverage in the event of planned or unplanned absences.
- In the absence of a backup service concierge, perform the role of a service concierge as and when required.
- Handle office-related payments
- Ensure efficient management and recording of the Bank's assets in keeping with the IT and Finance Department's reporting requirements.
- Report any anomalies (e.g. equipment malfunctions and service interruptions) to the relevant services centres within the Head Office Division.
- Ensure that the Concierges maintain and upkeep the offices by ensuring that the offices are kept clean and refreshments replenished by the relevant outsourced cleaning companies.
- Ensure that the offices have sufficient stationery and marketing material that is required to engage clients.
- Inspect and ensure that all technical equipment is in working order and report the necessary queries to the IT and Facilities Departments at Head Office.
- Ensure that each Concierge service centre is visited at least once a month or more frequently to ensure the Bank's strategic objectives and client services expectations are being met.

Redirection of Services

- Maintain a strong understanding of sales, support structures, and communication channels.
- Assess client needs and direct them to appropriate staff or resources, including sales, support, customer services or online applications.

Staff Management:

- Lead, mentor, and manage a team of concierges, providing guidance, training, and performance evaluations to ensure high service standards.
- Foster a positive and collaborative team environment, encouraging professional growth and development.
- Implement and monitor service standards, procedures, and best practices to enhance team performance and client satisfaction.
- Address and resolve any staff-related issues or conflicts, ensuring a harmonious work environment.
- Ensure that the team of concierges are regularly appraised in terms of their performance in keeping with the Bank's performance management policy.
- Conduct regular meetings (at least monthly) with each Concierge as well as with the Concierge team across all regions to determine the challenges and opportunities encountered by the service centres.
- Provide the Concierge team with leadership and direction on matters raised and escalate matters to Head Office for resolution where required.

QUALIFICATIONS

- BCOM or Business Management / Banking qualification
- FAIS Compliant

PREFERRED EXPERIENCE

- 3 - 4 years in the Banking industry with management experience
- 2 - 3 years in a customer centric position

KNOWLEDGE

- Teams
- Zoom
- WhatsApp Channel
- SigniFlow
- Apple ipad & iPhone devices
- Enterprise system
- iMal system
- Apply for Finance
- Excellent knowledge of support and sales structures

NOTE

- Due to this being considered a critical position at the Bank, notice of termination of employment is three (3) months.
- This position requires the candidate to travel Nationally.

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