

## VACANCY

### SERVICE CONCIERGE - KWAZULU-NATAL REGION

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

#### CORE PURPOSE OF THE JOB

To maintain exceptionally high services delivery at the designated office whilst minimizing risk.

#### MAIN FUNCTIONS OF THE JOB INCLUDE:

##### Client Engagement

- Enhances the client experience by providing exceptionally high services, by acting as the first point of contact between clients and the bank.
- Requires strong interpersonal and communication skills to communicate with clients on all levels whilst developing trusting relationships.
- Working knowledge of branch enquiry functions and processes.
- Excellent knowledge of products and services offered by the bank.
- Excellent knowledge of bank's core systems and applications.
- Ensures clients feels welcomed while always maintaining company culture and professionalism.
- Showcase a willingness to exceed expectations.
- Good at relating to the public and team members, having empathy, with abilities to teach, influence or persuade.
- Attend events as representative in the region when required to network and build relationships when required.

##### Technical Support

- Lead with a 'tech first' mindset.
- Technical support (level 1) to our clients while exhibiting extraordinary patience, with excellent conversation skills.
- Excellent working knowledge of the bank's mobile banking app and other digital interfaces.

##### Office Management

- Opening and close the office timeously.
- Ensures a backup Service Concierge is notified timeously due to planned or unplanned leave.
- Ensure that the ATM services are managed which will include Fidelity Services and balancing.
- Manage all payments that are related to the office.
- Report any anomalies to the relevant Head Office Division (Devices or equipment not working/ATM out of service/furniture or fixtures broken).

##### Redirection of Services

- Ensures you have a strong knowledge of sales teams, support structures and communication channels.
- Identify the needs of the client and direct them to an available staff from the sales, support or online applications.

#### QUALIFICATIONS

- Management or certification in Banking.

## PREFERRED EXPERIENCE

- 3 - 4 years in the Banking industry with working knowledge of the enquiries functions.
- 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

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](mailto:kameshini@albaraka.co.za)