



Job Description

JOB TITLE	Contact Centre Officer/Clerk
LEVEL/BAND	TC12/14
DEPARTMENT	Operations
DIRECT REPORT (JOB TITLE)	Senior Contact Centre Officer

Overall Purpose of the Position

Responsible for assisting customers by conveying clear information and seeking to resolve problems at the point of contact. To continuously strive to deliver the highest quality of service aimed at maximising customers' experience.

Operational Responsibilities

- To attend promptly and appropriately to inbound customers' calls.
- To log calls, annotate any follow-up, and make best effort to resolve queries in the first instance.
- To handle email, internet banking and instant messages from customers in a timely and appropriate manner and make best effort to resolve queries in the first instance.
- To guide customers to make the most effective use of Bank's services and promote use of the Bank's direct channels.
- To assist to customers, answering queries while adhering to the set procedures and guidelines.
- To achieve set levels of service and continuously strive to improve the quality of service.
- To work effectively as part of a team with the customer as its focal point.
- To actively seek to identify opportunities to promote the Bank's products and services.

General Responsibilities

- To participate in any projects and activities as may be directed from time to time.
- To ensure compliance with Bank's policies, guidelines and underlying procedures at all times.
- To perform standard office procedures including processing mail, answering phone calls, ordering supplies and filing.
- To perform any other duties that may be reasonably assigned from time to time.

Qualifications, Skills & Competencies

	SKILL	EXPERIENCE	QUALIFICATION
MANDATORY	<p>Have good verbal and written communication skills.</p> <p>Excellent analytical, & interpersonal skills.</p> <p>Be reliable, organised, meticulous and prepared to work under pressure.</p> <p>Be team player while still being able to work independently when needed.</p> <p>Customer driven with strong focus on quality of service.</p>	<p>Knowledge in the traditional banking products and services.</p>	<p>Possess, or in the process of obtaining, a relevant banking qualification.</p>
DESIRABLE	<p>Be computer literate and conversant in MS Office applications.</p> <p>Committed to self-development.</p>	<p>Previous experience of working in a call centre environment.</p>	