



1. JOB TITLE: Contact Centre Agent (2 Position(s))

Job Purpose:

To serve NMB customers, by determining their needs, answering their enquiries and resolving their problems; To make customer's banking experiences easier, quicker and more efficient.

Main Responsibilities:

Deliver world class one-stop customer service via phone

- Handling all customer inquiries. Provide prompt, accurate courteous service.
- Service recovery - turn a complaint / unhappy customer into a loyal satisfied customer with professional and empathetic service recovery.
Follow up activity arising from customers call
- Resolution of complaints.
- Logging of service statistics, complaints, and inquiries
- Analyzing and close looping of all customers issues (new and existing ones) and establish root cause, present to Contact Centre support officers and/or Team leaders.

Meet or exceed service standard and target

- Ensure all complaints are logged in NMB CURE Tool and sent to Customer Experience Business Support; Superb follow-up to fulfill promises made to our customers.
- Ensure compliance with Banking Policy, Standards, regulations, controls and procedures of the Bank.
- Keep self-updated on products, policies and workflow procedures and ensure full compliance with operational risks and control.
- Build and reinforce consistency of maintaining the highest level of Customer Experience.
- Work as a team to assist NMB branches and NMB Head Office department, as well as customers, in handling customer queries regarding NMB products and services.
- Obtain and verify information using professionalism and courteous telephone techniques.

Knowledge and Skills:

- Knowledge on managing customer complaints
- Customer oriented attitude
- Problem solving and resolution skills
- Strong interpersonal skills - written and oral
- Good organizational and teamwork skills
- Ability to work in a fast-paced environment

- Ability to manage a modern, technology-oriented product and provide customers with the knowledge required on applications.
- Familiarity with Microsoft programs, as well as affinity for computers and the ability to quickly and effectively use client specific computer systems and databases to review accounts and update data with accurate information.

Qualifications and Experience:

- Holder of university degree/Advanced diploma in Business Administration/Social sciences or equivalent qualifications from recognized higher learning institution.
- Strong Background in telecommunication industry
- Experience with call center technologies
- Experience working in a Financial/Banking industry is an Asset
- Proven sales, cross-selling, and up selling experience

2. JOB TITLE: Learning & Talent Development Trainer (1 Position(s))

Job Purpose:

To design, develop and deliver training solutions and implementation of planned training programs.

Main Responsibilities:

- Create a range of solutions to optimize performance results (e.g., classroom and online courses / sites / performance support, simulations, assessments, graphics, video, social media, etc.).
- Manage revisions and updates to classroom programs and eLearning courses from time to time as per guidelines
- Customize classroom and eLearning courses
- Ensures content meets learning objectives by assessing, developing, and deploying feedback mechanisms
- Comply and ensure quality design, development and delivery (facilitation) of learning solutions via learning and development standards, including instructional design and adult learning theories.
- Monitor effectiveness of the delivered learning solutions and usability of instructional media elements developed.
- Identify areas of weakness in instructional media or media development processes, and recommend strategies for improvement
- Administer end-of-course evaluation forms, analysis of participant and trainer's feedback in both classroom and online setting.
- Perform periodic course reviews based on identified gaps in either design process, evaluations, or changes in the business.

Knowledge and Skills:

- Excellent understanding and working knowledge in designing instructions through instructional design theories and adult learning principles.
- Proficiency in e-learning development production and authoring tools is an added advantage
- Ability to design effective instructions for both classroom and online delivery
- Excellent digital and traditional instructional design skills
- Excellent facilitation and presentation skills.

- Strong verbal and written communication skills. Be able to communicate complex ideas and information effectively, clearly and concisely.
- Strong analytical and report writing skills.

Qualifications and Experience:

- Bachelor of Education/ Human Resources/BSc. Instructional Design or any other related field.
- A Certification in Learning & Development / Train of Trainers Certification is highly recommended.
- Minimum 3 years' experience designing, developing, delivery and monitoring of learning solutions.

3. JOB TITLE: Zone Systems Administrator (1 Position(s))

Job Purpose:

Perform daily maintenance, monitoring and support of NMB working tools at Head Office and branches, quality assurance of work done by suppliers and service delivery that meet and exceed business and customers' expectations (availability, recoverability, security and continuous improvement).

Main Responsibilities:

- Daily and scheduled maintenance of Branch user working tools (Desktops, Laptops, Teller Printers, MFP's, Desktop Printers, Flatbed scanners, Cheques Scanners, CCTV gargets, Agri-vouchers scanners, forex boards, Note Machines Counting, Sorting, Banding & Strapping Machines), Electric power systems (Generators, Uninterruptible Power Supply - UPS, Stabilizers, Inverters, Solar / Wind Power systems, etc.), Self Service terminals (Onsite & Offsite ATMs, Branch POS terminals, Merchant and Agents POS terminals, etc.).
- Perform daily morning check for all the branches within your zone to and resolve/escalate all the problems that require maintenance.
- Updating and maintenance of Asset Management database, current inventory, disposal process and managing the life cycle of branch working tools every six Months
- Resolution and closure of support working tools incidents and problems logged into Service manager from branches/head office ensuring SLA(s) and customer expectation are met
- Attendance of all planned maintenance activities such as preventive and corrective maintenance of working tools.
- Supervise Vendors (Quality Assurance) on site when conducting planned and unplanned maintenance of working tools to ensure quality of the completed job (good workmanship) at the shortest possible duration to avoid unnecessary delays at a minimum disruption of customer services and cost effectiveness.
- Ensure that daily, weekly, and monthly statistics, status reports, and graphical aids are completed and continually modified to meet the needs of the department.

- Providing first-aid / basic troubleshooting training to two Branch IT Champions that will be identified at every branch. The Branch IT Champions will be the first contact points for Zone Systems Administrator regarding all ICT systems incidents and problems.
- Escalation to and closely follow-up with Second level support (respective Head Office ICT section), and 3rd level support (system vendors) for all branch IT systems incidents and problems which cannot be resolved by him / her.
- Daily follow-up to ensure that all PCs and laptops are protected with latest NMB standard security controls
- Planning and carrying out all his/her duties in the area (branch visits, etc.) in good order of priority and cost effective manner
- Prepare and submit the list of obsolete, end of life equipment and computers for donation quarterly. Ensure all items are rechecked to avoid disposing equipment that are still fit for NMB. Facilitate the sign off from the zonal level.
- Responsible for installation and configuration of ATM and monitor the performance/UPTIME of zone.

Knowledge and Skills:

- Technical knowledge of banking IT systems used in branches.
- Ability to work in a fast changing banking service environment.
- Ability to provide basic user training to branch staff.
- Ability to provide basic technical training to branch IT champions.
- Strong knowledge on Head Office working tools and other computer peripherals
- Commitment to the values of integrity, accountability, transparency, scientific rigor and drive
- Positive self-esteem, Confident, good oratory and communication skills.
- IT systems troubleshooting skills.
- Must be committed to self-development and be enthusiastic about acquiring new skills and embracing new technologies
- Time planning, organizing and logistics skills
- ICT Service Management skills (ITIL) will be added advantage
- Networking skills (CCNA)
- Ability to quickly understand new technologies' benefits and how these may impact current business practices.
- Ability to present technical data in a comprehensive, yet clear manner.
- Technical interaction with vendors, contractors, and other stakeholders

Qualifications and Experience:

- At least a degree in ICT engineering discipline
- Certification in any IT systems (e.g. Cisco, Microsoft, etc.) will be an added advantage
- At least 1 year of relevant work experience in banking IT systems support.
- Ability to work on own initiative and be a self-starter, prioritizing work with minimum supervision and work under pressure.

APPLICATION INSTRUCTIONS:

To apply for any of the above positions click below

[CLICK HERE TO APPLY](#)

Deadline: 15th March 2022