



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

Job Location : Head Office, Hq

Job Purpose:

Contribute to the growth of the bank by supporting ways to provide the world-best service, implementing strategic initiatives and effective resource management of the Contact Centre through leading, coaching, and mentoring the Contact Centre team, administration, and maintaining Head Office receptions (Head Office ground floor and all floor receptions).

Main Responsibilities:

- Ensure all staff are meeting or exceeding performance expectations and support staff to deliver exceptional and professional service.
- Delivery of Contact Center services and ensuring that quality assurance, compliance, regulatory, and legal obligations are met across all interactions in all shifts.
- Embed a performance culture, framework and review processes to achieve All set KPI's.
- Drive an excellent customer experience through improving first contact resolution and satisfaction while driving a significant reduction in complaints and repeat calls.
- Accountable for the mitigation of the Contact Center unit risk profile as well as implementing sound governance and compliance processes.
- Ensure staff adherence to set targets and appropriate call handling
- Work with Manage Contact center to ensure a proper forecasting, planning, scheduling, monitoring and reporting shift pattern and performance.
- Ensure Receptionists deliver a consistently exceptional customer experience, identify opportunities to introduce products and services relevant to customers' expectations and needs.

Knowledge and Skills:

- Knowledge on managing customer's complaints.
- Contact center monitoring tool and techniques
- Committed to achieve excellent.
- Excellent coaching skills.
- Excellent prioritization skills.
- Customer-oriented attitude.

- Problem-solving and resolution skills.
- Very good Computer skills (Word, Excel, Database management).
- Strong Interpersonal skills - written and oral.
- Ability to work in a fast-paced environment.
- Work well in a team environment.
- Ability to manage a modern, technology-oriented product and provide customers with the knowledge required on applications.
- Good teamwork skills, as this position requires working closely with other team members to ensure that the daily workload is completed.

Qualifications and Experience:

- Bachelor's degree in business administration or computer science or equivalent qualifications from a recognized higher learning institution.
- Contact Center Management certificate will be an added advantage.
- Strong Background in a contact center in the telecommunication or financial industry and ready to work in shifts. (morning, late and night) This is essential
- Experience with call center technologies, i.e. workforce management, quality monitoring, social media listening, social media Management. Inbound/ outbound call management.
- Experience with call center operations
- Experience in managing social media channels.
- Strong background on forecasting, planning, scheduling and monitoring.
- 3 years' experience working in a Financial/Banking industry or telecommunication industry.
- Proven sales, cross-selling, and up-selling experience

NMB Bank Plc is an Equal Opportunity Employer. We are committed to creating a diverse environment and achieving a gender balanced workforce.

Female candidates and people living with disabilities are strongly encouraged to apply for this position.

NMB Bank Plc does not charge any fee in connection with the application or recruitment process. Should you receive a solicitation for the payment of a fee, please disregard it.

Only shortlisted candidates will be contacted

Job opening date : 21-Feb-2024

Job closing date : 06-Mar-2024

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