



JOB TITLE: Channels Support Executive

Job Description:

- Providing quality service to Customers and managing Customer expectations by fully supporting them without boundaries.
- Responsible in ensuring no queues of unprocessed customers' requests that relates to digital financial services.
- Ensuring that standard rules, procedures and regulations are observed and adhered to on the day to day activates.
- Responding to customers on different issues concerning Channels banking service on behalf of the Bank.
- Responsible for processing settlements between bank and Vendors/Aggregator/MNOs etc.
- Responsible for handling outstanding items related to customer transactions, charges/payments due to Vendors/Aggregators/MNOs and channels income shared between KCB and Vendor.
- Responsible for managing registration and activation of customer profiles on digital channels.
- Keep records of digital channels customers and transactions.
- Handling of digital channels queries from Branches.
- Any other duties assigned by superior

APPLY HERE

Deadline: 2024-07-24 00:00:00

Reference Number: 2874