



**JOB TITLE: Contact Center Agent - Fixed Term (1 Year) (16 Position(s))**

**Job Location :** Head Office, Hq

**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:**

- Handle all customer inquiries and provide prompt, accurate courteous service.
- Convert a complaint / unhappy customer into a loyal satisfied customer with professional and empathetic service recovery.
- Log service statistics, complaints, and inquiries
- Analyze and close looping of all customer issues (new and existing ones) and establish root cause, present to Contact Centre support officers and/or Team leaders.
- 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.
- Stay 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 professionally and courteously

**Knowledge and Skills:**

- 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 in Business Administration/Social sciences or equivalent qualifications from a recognized higher learning institution.
- 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

*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 :** 25-Oct-2024

**Job closing date :** 08-Nov-2024

**APPLY HERE**