



Junior Officer / Officer, Client Services Group

- **Vacancy for:** 1
- **Posted on:** July 1, 2017
- **Deadline:** Feb. 18, 2017, midnight

Basic Job Information

Job Category : Banking / Insurance /Financial Services
Job Level : mid
Job Location : Kathmandu
Offered Salary : None

Job Specification

Education Level : Under Graduate (Bachelor)
Experience Required : Not Required

Other Specification

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Job Description

KEY RESPONSIBILITIES:

- To provide customer support by configuring the system and user profiles for. Responsible for ensuring all documentation in place before handing over to processing team/s.
- To provide second level customer support to resolve operating problems experienced by the customer through investigations, rectifications and phone support. The activities also include performing on-site/off-site training, trouble-shooting, through technical support and through close liaison with offsite support teams to resolve/ rectify issues.
- Responsible for developing local and cross-border intra-bank relationships to ensure delivery of high standards of customer service to related client segments.
- Act as the Administrative operator for the department on channel related administrative set-ups (e.g. archival, storage).
- To manage day-to-day delivery of efficient client service and provide relevant MIS to all internal stakeholders.
- Responsibility for ensuring internal controls and procedures and in implementation & monitoring of the change management.
- Responsibility to log inquiries in the complaint management system and to track the same until closure.

SELECTION CRITERIA:

- 3 years of banking experience, preferably in IT background.
 - Organized and detail oriented with ability to work under pressure.
 - Ability to learn and support on customer service software applications.
 - Effective interpersonal and communication skills.
 - Good questioning, analytical and problem solving skills.
 - Able to identify and manage risks such as transactional and operational risks etc.
 - Intermediate level product/processes and channels knowledge will be an added advantage.
 - Sensitivity towards people and ability to show compassion or empathy.
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Applying Procedure

Apply Link : <https://merojob.com/junior-officer-officer-client-services-group/>

