

## Abu Dhabi Service Relationship Associate Supervisor Jobs at Citi Bank

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Company: Citi Bank

Location: abu dhabi

Category: other-general

Abu Dhabi Service Relationship Associate Supervisor Jobs at Citi Bank1- Service Relationship Associate Supervisor

Job: Full Time

Location: Abu Dhabi, UAE

Description:

Overall supervision of RMs Support executives in each branch/financial center ensuring accurate and timely resolution of all customer queries and complaints according to Citibank standards and Compliance policies.

Job Responsibilities:Manage staff for consistent and superior performance. This is done through goal setting, periodic performance reviews and discussions; training and job-rotation for cross-training purposes.

Manage a team of RM support staff for the Business, as part of the team-based approach to Relationship Management and client experience of target clients.

The team is made up of Assistant Relationship Managers (ARMs) and Relationship Services Support staff who provide sales and service-related support to the Relationship Management teams towards delivery of the financial and client franchise objectives of the business.

The responsibilities of the team include customer interface, pre-processing of customer instructions, execution of investment orders, routing of credit files, account maintenance-related functions, transaction execution and providing critical front-end checks and balances within the sales and service functions.  
Job Requirements:Minimum 5 -7 Years' experience in

Branch Banking, Customer Service, Administration, Accounting, Finance, Economics etc.  
Ability to thrive in a high-pressure environment by demonstrating clear leadership abilities.  
Ability to nurture and build strong relationships with customers.  
Effectively liaise and support all other divisions of bank to meet key business drivers.#J-18808-Ljbffr

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