

Al Wasl Citigold Lounge Service Supervisor Jobs in Dubai

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Company: Citi Bank

Location: Dubai

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1- Al Wasl Citigold Lounge Service Supervisor

Job: Full Time

Location: Dubai, UAE

Description:

Overall supervision of Citigold customer service executives at Al Wasl Service lounge 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.

The team is made up of Citigold Customer Service Executives who provide 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, account maintenance-related functions, transaction execution and providing critical front-end checks and balances service functions.

To ensure all work processes are executed in compliance with Bank's policies and procedures, timely and error-free, delivering consistency in client experience, in tandem with business & financial objective, and as per regulatory requirement.

Ensure customer enquiries and complaints are handled proficiently maintaining highest levels of satisfaction at customer end.

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.

Ensure effective recruitment and development plans are in place.

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