

United Arab Emirates Jobs Expertini®

Associate Director Jobs In Dubai | Standard Chartered Bank

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Company: Standard Chartered Bank

Location: dubai

Category: other-general

Associate Director Jobs In Dubai | Standard Chartered Bank

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Constantly updated product and process knowledge by successfully attending Tests / Quizzes / Certifications.

Activation of dormant accounts.

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Responsibilities

Build and deepen relationships with existing Priority Customers to achieve increase in share of wallet and revenues.

Effectively meeting customer expectations and handling / reduction of customer complaints.

Provide professional customer service to achieve a high percentage of customer satisfaction and retention.

Manage the portfolio to de-risk against attrition and achieve stability of book.

Have complete knowledge of the customer base in terms of the profile, demographics and psychographics and assets in the Bank and in other places.

Serve as the one-point contact to the High Net Worth customers of the Bank.

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Requirement

Lead through example and build the appropriate culture and values.

Set appropriate tone and expectations from their team and work in collaboration with risk and control partners.

Ensure the provision of ongoing training and development of people and ensure that holders of all critical functions are suitably skilled and qualified for their roles ensuring that they have effective supervision in place to mitigate any risks.

Employ, engage and retain high quality people, with succession planning for critical roles.

Responsibility to review team structure / capacity plans.

Set and monitor job descriptions and objectives for direct reports and provide feedback and rewards in line with their performance against those responsibilities and objectives.

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