

United Arab Emirates Jobs Expertini®

Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending

[Apply Now](#)

Company: Abu Dhabi Islamic Bank PJSC

Location: , , United Arab Emirates

Category: sales-and-related

Role: Client Service Specialist

Location: Ras Al Khaimah

ROLE PURPOSE:

Handle customer feedback and complaints received via voice channel – Call Centre (Inbound complaint campaign) through timely and controlled communication that results into a balanced, appropriate approach and enhanced customer experience.

RESPONSIBILITIES:

Handling customer's feedback and complaints received via voice channel – Call Centre (Inbound complaint campaign) in accordance to set and process and guidelines.

Carry out outbound calls related to a follow up on client's complaint which were received via voice channel – Call Centre (Inbound complaint campaign).

Provide customers with appropriate response basis their queries.

Ensuring delivery of (First Call Resolution - FCR) as a key KPI as in when applicable.

Timely Escalation of complex complaints to the Complaints Resolution Unit to ensure effective resolution.

Maintains a courteous, respectful, helpful, and professional attitude with all customers always during the conversation in accordance to bank's service guidelines and standards.

Highlight and escalate potential risk immediately, via the proper channels

To participate in providing key input to ADIB management derived from customer's feedback to improve customer's experience and ultimately customers' satisfaction.

HR & People Team Management:

Adherence to shift schedule & attendance.

Avoid unplanned leaves/ absences since has a direct impact on process.

Required to work on shifts.

Required to do overtime when necessary.

Strict adherence to bank's code of conduct and HR policies.

Quality:

Deliver high quality response/ resolution on customer's feedback and complaints.

Participate in discussions and knowledge sharing within the team to help in enhancing the experience & skills.

Department Goals:

Work towards ensuring that service standards and KPIs are met/ exceeded that ultimately result in improved customer's experience.

RESULTS REQUIRED:

Addressing customer's enquiries & complaints within defined guidelines.

Delivering & Exceeding the set KPI's inline the Department Goals.

Eliminate feedback being converted to complaints due to poor quality

Ensure Customer's Satisfaction and elimination of repeated complaints.

Specialist Skills / Technical Knowledge Required for this role:

Customer focused managing relation within the bank's rules, regulations, and interest.

Experienced in problem solving and managing customer feedback, with background Contact

Center. Customer Service, or complaints environment.

High level of inter-personal and communications skills with good language command.

Thorough and detailed understanding of the banks systems, policies, products, and procedures.

High level of analytical skills to enable problem solving and addressing customers queries.

Previous experience required (if any)

2+ years' experience working in Customer Experience/ Service.

Knowledge of banking laws, policies, procedures, and practices.

Banking experience in service delivery and customer experience.

Excellent track record of achievement

This position is for UAE Nationals only.

#J-18808-Ljbffr

[Apply Now](#)

Cross References and Citations:

1. [Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending Jobsinindia Jobs , , United Arab Emirates Jobsinindia ↗](#)
2. [Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending Mumbaijobs Jobs , , United Arab Emirates Mumbaijobs ↗](#)
3. [Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending Saopaulojobs Jobs , , United Arab Emirates Saopaulojobs ↗](#)
4. [Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending Javascriptjobs Jobs , , United Arab Emirates Javascriptjobs ↗](#)
5. [Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending Webdeveloperjobs Jobs , , United Arab Emirates Webdeveloperjobs ↗](#)
6. [Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending](#)

Chemistryjobs Jobs , , United Arab Emirates Chemistryjobs ↗

7. Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending Economicjobs Jobs , , United Arab Emirates Economicjobs ↗

8. Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending Searchcanadajobs Jobs , , United Arab Emirates Searchcanadajobs ↗

9. Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending NewyorkjobscareerJobs , , United Arab Emirates Newyorkjobscareer ↗

10. Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending SupervisorjobsJobs , , United Arab Emirates Supervisorjobs ↗

11. Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending FilmjobsJobs , , United Arab Emirates Filmjobs ↗

12. Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending Lawyerjobs Jobs , , United Arab Emirates Lawyerjobs ↗

13. Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending Appdeveloperjobs Jobs , , United Arab Emirates Appdeveloperjobs ↗

14. Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending AnesthesiologistjobsJobs , , United Arab Emirates Anesthesiologistjobs ↗

15. Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending Trendzfurnitures Jobs , , United Arab Emirates Trendzfurnitures ↗

16. Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending Losangelesjobs Jobs , , United Arab Emirates Losangelesjobs ↗

17. Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending Biologyjobs Jobs , , United Arab Emirates Biologyjobs ↗

18. Client Service Specialist United Arab Emirates Posted on 03/07/2024 Trending MalaysiajobsJobs , , United Arab Emirates Malaysiajobs ↗

19. Client service specialist united arab emirates posted on 03/07/2024 trending Jobs , , united arab emirates ↗

20. AMP Version of Client service specialist united arab emirates posted on 03/07/2024 trending ↗

21. Client service specialist united arab emirates posted on 03/07/2024 trending , , united arab emirates Jobs ↗

22. Client service specialist united arab emirates posted on 03/07/2024 trending Jobs , , united arab emirates ↗

23. Client service specialist united arab emirates posted on 03/07/2024 trending Job Search ↗

24. Client service specialist united arab emirates posted on 03/07/2024 trending Search ↗

25. Client service specialist united arab emirates posted on 03/07/2024 trending Find Jobs ↗

Source: <https://ae.expertini.com/jobs/job/client-service-specialist-united-arab-emirates-pos--united-arab-emir-abu-dhabi-islamic-ba-411-128684/>

Generated on: 2024-04-27 by Expertini.Com