

## CLIENT SERVICES MANAGER - Business Banking

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Company: Mashreq

Location: Dubai

Category: healthcare-practitioners-and-technical

### Job Purpose

Managing service needs of walk-in SME customers.

Acceptance and scanning of financial and non-financial request submitted by the customers and ensure end to end follow up.

Introduce & educate customers on the use of Bank alternative Channels & new digital technologies.

Ensure delivery of 'superior customer service' and being the single point of contact for SE customers, RMs and AM's for handling all customer queries & complaints in an effective manner.

Work on achieving the organization objectives, sustain service levels and plan to enhance the service standards for Business Banking that will improve customer experience.

Hands on service relationship management to ensure effective and timely delivery of BB services / products through proactive interaction to attain desired levels of customer / business satisfaction. Ensure minimum involvement of RMs, AMs in operational & service related issues.

### Key Result Areas

Strive towards managing customer expectation and ensure that every customer

interaction is updated on CRM.

Introduce & educate customers on the use of Bank alternative Channels & new digital technologies.

Ensure that there is reduction in complaints attributed to BB and work with Customer Care & Central teams and support departments to trend down complaints.

Take end to end ownership of customer queries / complaints till resolution. Resolve customer complaints and achieve higher percentage of First Point Resolution and reduce customer waiting time within defined parameters.

Work with the relevant stakeholders to reduce cases in the Exception Q to eliminate erroneous submissions.

Ensure Compliance with Policies and SOPs to Safeguard the bank from potential loss / AML fraud / and ensure ethical behavior.

Ensure smooth processing of all Account opening, Maintenance request and other service requests.

Ensure satisfactory completion of KYC documents from Customers to meet regulatory expectations.

Take full cognizance of service channels, SOPs, KYC, treatment of various types of requests and are abreast to changes/developments.

Provide regular feedback to Service /Product Managers on process & service-related issues.

Handle all allocated functions with strict adherence to set processes and be fungible to operate from a different branch location to manage the absence of any other counterparts.

Explore potential cross-sell opportunities from existing portfolio of customers & refer / assist the Relationship Management Team in closure of the leads through CRM.

Assist the Relationship Manager to conduct proper KYC and fulfil the compliance requirement on KYC, and other regulated activities.

Contact customers to encourage usage of alternate channels, get clarification / documents related to EDD / AML / Compliance / KYC remediation process.

Ensure compliance to policies and processes targeting 'Zero' operational losses.

Improve on service levels at the branch and take ownership of customer complaint for resolution

The job holder operates within defined business boundaries and is required to work closely with the team and the colleagues in BB to operate in collegiate way towards achievement of the overall goals of the BB business

Establish close working relationship with all distribution channels and support departments, to ensure there are adequate communication, cooperation and coordination across functions resulting in superior customer experience.

Maintain good working relationships with clients for in-depths understanding of the client's business to achieve BB objectives.

Managing Relationship with stakeholders for speedy complain resolution, rejections, referrals.

Managing relationships with demanding customers by using prudent objection handling techniques.

Liaise with different BB channels and operations.

Hands on service relationship management is required to ensure effective and timely delivery of BB services / products by the team through proactive interaction across the bank to attain desired levels of customer / business satisfaction.

Proactive action on customer feedback / needs and timely escalations of service issues.

Log every customer complaint, inquiries and forward to CXCG.

Ability to understand customer's service-related needs and be able to resolve in timely manner.

Staff will have to deal service-related inquiries an complaints. Taking ownership of

customer problems and handling it till final resolution through coordinating with other respective stake holders. Job holder will be empowered to put forth recommendations for changes in processes which may lead to reduction in cycle time, cost reduction and customer satisfaction.

### **Knowledge, Skills and Experience**

2 years customer service experience.

Good communication and interpersonal relationships.

Thorough Knowledge of Business Banking and Branch Operational Procedures and Policies.

Positive attitude, strong work ethics and good team player.

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