

United Arab Emirates Jobs Expertini®

Customer Relationship Officer | Emirates Islamic Dubai

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Company: Emirates Islamic

Location: dubai

Category: other-general

Customer Relationship Officer | Emirates Islamic Dubai

Emirates Islamic was launched in 2004 to deliver the highest standards of banking services in line with the highest standards of Shari'a principles. Offering a broad range of products designed for individuals and small businesses as well as large corporations, Emirates Islamic is the right choice for those looking for excellence in managing their finances.

In line with the UAE Government's strategy in empowering and developing nationals, Emirates NBD is committed to welcoming the young generation into an innovative, modern and supportive work environment to contribute to the nation's success. We are looking to find the best UAEN talent to join our ENBD family

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Job Responsibilities:

Ensure closure of all service requests for the tagged customers within the defined TAT

Provide end to end customer service to PRB customers as per bank TAT's

Coordination with relevant departments for processing within TAT's Handle Product & Service Related Queries.

Handle all requests as per new branch model rolled out.

Ensure customers visiting the Priority Centers are serviced on priority with their requests/complaints

Inform customers of delays, if any, for their requests raised with the bank.

Address customer complaints & provide First Contact Resolution where ever possible

Ensure end to end follow up till the customer complaint is resolved and escalate when

necessary

Adherence to applicable policies & procedures to safeguard bank's interests

Report discrepancies to management

Ensure cross sell to each PRB customer

Ensure no PRB customers have less than 5 products with the bank

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