

United Arab Emirates Jobs Expertini®

Customer Service Manager Jobs In Dubai | Tanfeeth

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Company: Tanfeeth

Location: dubai

Category: other-general

Customer Service Manager Jobs In Dubai | Tanfeeth

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The Incumbent is responsible for providing specialist services relating to business support activities. Typically, they include services oriented to product, process, and Customer service. The person would be responsible for ensuring completion of tasks bearing in mind the service standards associated with Emirates NBD. The role would require technical expertise, compliance, and control orientation as well as team management and motivational skills

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Responsibilities

Ensure following processing of transactions and customer requests is within TAT

BPM related requests

Siebel CRM related requests

Monitoring monthly Department level SR escalation

Monitoring of walk in Customers at center & handling any customer escalations

Ensure the average Customer Complaint Resolution Time is within set TAT limits

Ensure customers have a positive and satisfactory experience based on the average

monthly CSAT & NPS scores

Customer complaints and escalations are resolved within timelines

Monitoring compliance alerts managed by CSRs for RM & No RM base customers

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Requirement

Handling FP&I cases for the center

Handling Legal cases for review and arranging cost approval

Implementation of process improvement at the center level and monitor the performance on regular basis

Maintenance of Waiver deferral MIS for center and weekly updation of the same with central BSU-BAU team

Supporting RMs on Central Bank queries to confirm on the Safe deposit lockers/ details of the Credit card / loans or any other facilities held by the customer

Assist center head in day-to-day operations

Supporting RMs for operation issues like clearing and expediting the payments for sensitive customers, etc.

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