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Description:

To support Relationship Management Teams by providing operational services and support to their clientele, allowing them to focus on business growth and building new relationships for the bank.

Job Responsibilities

Attend to client service requests and arrange to provide appropriate service either directly or by interacting with other Internal Departments or branches

Attend to client issues and grievances and resolve or provide solution. Also work on mitigating the factors that resulted in the client complaint/ grievance

Collect appropriate documentation required as per bank's / regulatory requirement

Assist the VP and Head of CCS in the Service Level Agreements with clients in order to manage client expectations. To assist in reviewing the SLAs at agreed frequency to ensure smooth operations and scheduled delivery of services

Job Requirements

University Degree in Commerce or International

Minimum 3 year's experience in a with an exposure to International Operations

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