

## Relationship Associate Officer Jobs In Dubai | Tanfeeth

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Company: Tanfeeth

Location: dubai

Category: other-general

Relationship Associate Officer Jobs In Dubai | Tanfeeth

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To resolve the customers query at the first opportunity across a range of channels (phone, chat, email). Where appropriate provide tailored education about our channels, products and services building trust in the bank's digital platform.

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Responsibilities

Answer all customer contacts professionally and accurately in line with the latest guidance.

Identify the needs of the customer through effective listening/questioning helping them achieve their best outcome.

Respond to queries politely and educate customers with regards to banking products and services.

Be a role model for the banks digital service promoting usage at every opportunity.

Use available support tools to problem solve and resolve queries remove the barriers.

Educate customers and resolve customer Internet Banking inquiries and general complaints

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Requirement

Passionate about customers – focused on delivering customer excellence.

Digital knowledge base familiar using Microsoft office (for example Teams)

Experience managing customer interactions via a range of channels – phone , electronic , face to face.

Natural Communicator able to communicate effectively with customers

Empathetic towards customers – genuinley care.

Excellent communication skills (written & verbal) The ability to multi-task

The ability to work (channel stress) under pressure

Be flexible to support the business needs.

Excellent interpersonal skills

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