

## Remote Banker

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Company: Abu Dhabi Islamic Bank PJSC

Location: united arab emirates

Category: other-general

Role : Remote Banker Location: Abu Dhabi Role Purpose:

Delivering quality teller Functions and excellent Customer experience level via accurate and efficient processing and projecting ADIB's professional image in all interpersonal dealings.

Key Accountabilities of the role

Processing of teller Service transactions such as cash deposits & cash withdrawals, cheque withdrawals, and accounts transfer. in line with operational policies & procedures via ITM Machine.

Deliver customer experience.

Handling additional Task/ assignment.

Reporting Machine/Applications errors and Cash disputes.

Checking ITM balance & available denominations.

Ensure effective productivity (Availability, Number of transactions, avoid operational loss).

Handle inbound calls according to procedures, guidelines, and schedules set by organization.

Escalate customer queries and dispute as necessary.

Explain ITM services and answer all the customers questions related to ITM services.

Polite and courteous when dealing with customers all the time.

Tasks to be performed as per defined format.

Meet or exceed the daily, weekly, and monthly targets set by the Management.

Proactively cross sell the various bank products to customers or caller that qualify.

Adherence to all ADIB policies, ADIB code of ethics and customer protection regulation.

**Job Conditions:**

Required to work on shifts.

Required to work extra hours when needed (During Peak hours /Days).

On going self-development and enhance competence.

**Specialist Skills / Technical Knowledge Required for this role:**

General knowledge of ADIB's Institutional & Retail Banking products & services.

Knowledge of ADIB's Policies & Procedures.

Knowledge of UAE banking practices, regulations & risks.

Good Knowledge of Anti Money laundering regulations issued by UAE Central Bank and other Regulatory advisors.

General awareness of competitors in the local market.

Good knowledge of Cross Selling skills.

Good personal, audio Video communication skills.

Team player.

Taking ownership and having a good judgement for problem handling.

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