

Senior Customer Service Officer- Accounts Services United Arab Emirates Posted on 02/20/2024 Tr[...]

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Company: Abu Dhabi Islamic Bank PJSC

Location: dubai

Category: other-general

Role : Senior Customer Service Officer- Accounts Services Location : Dubai Role

Purpose:

The role of Accounts Services -Account Opening & Maintenance of WBG/FI Support Services it's ensuring centralized services for Customer On-boarding and account maintenance provided to the highest level of quality and performance.

To work with internal stakeholders & services Head, to develop and maintain Accounts services. Key Accountabilities of the role

Review of Account opening documentation and Account maintenance request received from RM & Customer and ensure that account opening documentation are in compliance with ADIB's Policy and Procedures.

Prompt & Efficient Coordination with Legal, Compliance, Sharia and Operations in opening account & Account maintenance.

Issuance of Special Cheque to be ordered with TAT and in accordance with ADIB's Policy and Procedure.

Establish and maintain the ADIB-wide Corporate on-line channel (e-ADIB) customer activation process.

Maintaining of Inventory & control of Vasco Card for e-ADIB WBG Customers

Identify process/system issues and work with support team to improve.

Handling of Public Sector customers UAE-wide to cater day to day customer's need.

Maintain accuracy and efficiency.

MIS - Quality and reliability of reports weekly, monthly as and when required by Senior Management

Educate customers on account opening & maintenance.

Strictly follow ADIB's Policy & Procedures, Central Bank's Circulars and ADIB's Compliance Requirement.

Take corrective actions wherever required to fix the gaps, if any, in the day-to-day processing.

Always maintain confidentiality.

Handle and personalize service to escrow related customers and authorities.

Visiting customers and the relevant authorities for new regulatory updates and maintains business relationship & submitting call reports.

To oversee all matter related to daily processes and transactions in coordination with escrow operations unit and liaise with other departments where required.

To manage all escrow client complaints within agreed time frame.

Maintaining the interface with authorities and clients and acting as a coordinator and escalation point for parties involved.

Coordinate and educate customer with escrow related payments and relays to the concerned department.

Familiarize institutional policies / procedures.

Keeping track of all incoming and outgoing transactions of escrow and creating monthly MIS and audit related reports.

Assist in the coordination and support of audits and examinations.

Complete required training, resulting in understanding of all processing systems and procedures.

Specialist Skills / Technical Knowledge Required for this role:

Cultural sensitivity and adaptability

Interpersonal and relationship skills - must have an ability to develop and sustain executive-level relationships as well as internal organization relationships across a variety of roles and levels.

Written and superior oral communications skills (applied in both in-person and phone

interactions).

Presentation and facilitation skills (applied in both in-person and phone interactions).

Knowledge of principles for providing customer service.

Sound knowledge of Account opening and Account maintenance

Possess sound experience in Account Services, Escrow Services and Escrow rules & regulations

#J-18808-Ljbffr

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