

Service Relationship Associate Jobs In Sharjah | Citi

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Company: Citi

Location: sharjah

Category: other-general

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The Service Analyst 1 is an entry-level position responsible for executing day to day customer service activities, while ensuring adherence to Citi's policies and guidelines, in coordination with the Customer Service function. The overall objective is to resolve client inquiries and issues and to provide on-going customer support.

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Responsibilities:

Manage end to end queries for CPC and CG customers mapped to RM.

Support CPC RMs or RMs that have a larger book of CPC clients.

Be the Checker profile on Documentations.

Involved in SRA Oasis & GCB Projects.

Ensure consistently strong and proactive support is given to Relationship Managers through timely and error-free execution of trades; and all other aspects of service and customer relationship management.

Identify opportunities for streamlining/straight-through/centralized processing so as to significantly improve our operating efficiency, reduce cycle time and costs.

To ensure all work processes are executed in compliance with Bank's policies and procedures, timely and error-free, delivering consistency in client experience, in tandem with business &

financial objective, and as per regulatory requirement

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Requirement

Previous relevant experience preferred

Effective verbal and written communication

Influencing and relationship management skills

Proven ability to creatively solve problems

3 -5 years' banking experience ideally in client-servicing

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