

United Arab Emirates Jobs Expertini®

Specialist, Client Delivery | Standard Chartered Bank Jobs in UAE 2022

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Company: Standard Chartered Bank

Location: united arab emirates

Category: other-general

Specialist, Client Delivery | Standard Chartered Bank Jobs in UAE 2022

Description:

Act as a service partner, work together with RMs, Product Sales, Operations and other key

internal stakeholders to solve client channel issues and identify opportunities to improve overall channel service for the clients

Responsibilities:

Deliver quality, risk management, efficiency and effectiveness as per agreed standards & metrics

Drives relevant targets across team. Ensures that the team works collaboratively to deliver excellent client service, getting clients to the point of ready-to-transact as quickly as possible, and to within agreed service level agreements including turnaround times, productivity, and quality

Ensure work performed by team is error free with no operating losses and adheres to first-time-right principles. Contribute to the teams' BAU productivity at the highest standards, ensuring minimal rework across the team within all processes managed.

Requirements:

Ability / experience managing individuals or teams

Ability to build strong relationships with diverse stakeholders, work collaboratively with them to deliver exceptional client service & experience while balancing robust operational management

Ability to directly influence stakeholders across value chain to secure resources and buy-in required to deliver operational and client service targets

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