

## Specialist – Service Recovery Jobs in Abu Dhabi

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Company: First Abu Dhabi Bank

Location: abu dhabi

Category: other-general

### Specialist – Service Recovery Jobs in Abu Dhabi

Description: Deliver a high quality comprehensive and consistent approach to dealing with complaints and dissatisfied customers across the Group

Capture, investigate and respond to complaints and compliments for the Group as a whole and, monitor progress against complaints.

To proactively contribute to identifying continuous improvement initiatives, developing business intelligence to identify changes and solutions, which improve the resolution of complaints across the Group on a day to day basis for our customers.

Collate customer satisfaction information across the group to identify the success of our service provision across the group and identify opportunities for service improvement. Job

Requirements: Bachelor degree in related discipline

Minimum 0-1 years' experience in a similar role with a proven track record

Strong written, verbal, analytical and presentation skills

Ability to interact effectively with a wide range of staff throughout the company #J-18808-Ljbffr

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