

Job Title : Senior Officer, Customer Service and Experience

OVERALL PURPOSE:

- ◆ Ensure that Vattanac Bank's customer's needs are met, their questions are answered, and their problems are resolved quickly and efficiently. This includes managing the Customer service team, enhancing and implementing customer policies and procedures, monitoring Customer Service metrics, and working closely with other departments to improve the overall customer experience.
- ◆ Conduct a Customer's segmentation and propose products relation to fit Customer's needs by analysis the existing and prospective customer in the market.

RESPONSIBILITIES:

- ◆ Assist to Customer Service Manager to promote and implement customer experience improvement plans, apply agile method and processes of the plan on a timely basis, and strive to introduce the most suitable solution for customers.
- ◆ Analyse and translate customer's needs, extend market information and internal business market intelligence into actionable insights for improving customer experience and service.
- ◆ Ensure Customer's complaint and feed-back are effectively recorded and professionally provide responses to customers then propose pro- active action/ solution to management for improvement and prevention.
- ◆ Manage queue management report and ensure branch will serve customer as per standard service turn-around time and provide training/meeting as needed.
- ◆ Assist Line Manager to develop Policies, Guideline, Training material related customer service, complaint handling and other.
- ◆ Provide on- going training and promote staff to deliver a high standard of customer and professional grooming.
- ◆ Ensure all branches provide outstanding and consistent by providing Golden Service
- ◆ Conduct branch evaluation on customer service to identify area for improvement in order to ensure all branches office staff provide the good customer experience in term of physical and emotional experience.

QUALIFICATIONS REQUIREMENTS:

- ◆ Bachelor degree in finance and banking or related fields
- ◆ Minimum 2 years – experience in Banking industry or Customer service field
- ◆ Knowledge in customer service, complaint handling, Business analysis, Data management, data analyze problems and issues for a better solution
- ◆ Able to conduct training and develop training material



- ◆ Able to analyse problem and issues for a better solution
- ◆ Good at MS Excel Word and Power Point
- ◆ Organized, disciplined and able to do multi task
- ◆ Able to travel to province.

Contact Info:

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