

Job Title : Service Ambassador

OVERALL PURPOSE:

- ◆ To provide quality customer experience for branch customers, manage the branch lobby and support customer needs for banking services while ensuring adherence to Bank's policies, ethics and code of conduct.
- ◆ Interact and engage with prospects and customers, developing relationship opportunities to identify business leads and referrals while providing advice, and guidance and attending to banking services and product enquiries.
- ◆ Improve overall customers' wait and transaction times, ensure a pleasant, clean and professional environment that meets our branding and group communications standards and enhance overall customer experience on the branch visit.

RESPONSIBILITIES:

Customer Support

- ◆ Greet customers, provide responses on service enquiries, and guide customers to the appropriate next steps in order to promote customer experience excellence.
- ◆ Act as a focal point for customer's queries and liaise as a matter of urgency with appropriate departments of the Bank to resolve difficulties in order to ensure high standards of service.
- ◆ Take actions on service requests & customer's issues and assist in coordinating service escalations in order to ensure efficient turnaround of transactions and that customers' enquiries and documentation needs are met in a timely manner.
- ◆ Manage and maintain customer banking area, direct customers in queue and counters, and assist in promotion of automated/online/mobile banking services in order to deliver effective services.

Sales Support

- ◆ Support customer onboarding activities, discover customers' needs and refer to frontline sales and service staff to support sales productivity.
- ◆ Identify sales leads and referral opportunities for relevant cross-sell, up-sell and retention strategies in order to secure more business, and contribute to and deliver against agreed targets.



Policies, Processes, Systems and Procedures

- ◆ Act as a custodian of Credit/Debit Cards, Cheques Books, captured Cards for delivery and customer activation.
- ◆ Adhere to all relevant organisational and departmental policies, processes, standard operating procedures and instructions so that work is carried out to the required standard and in a consistent manner while delivering the required standard of service to customers and stakeholders.
- ◆ Comply with the Staff Code of Conduct at all times to ensure a positive image of the Bank is presented to all customers both internal and external.
- ◆ Ensure compliance with policy, procedures, standards and reporting requirements, plus any relevant regulatory and statutory requirements.

Other generic functions

- ◆ Identify and act on ways to improve own knowledge and skills, and help to improve the knowledge and skill level of the branch in sales and service.
- ◆ Provide support to other team members and perform any other duties or tasks as required or instructed by the line manager to support the smooth operation of the branch.

QUALIFICATIONS REQUIREMENTS:

Contact Info:

Email: hr@vattanacbank.com

Phone Number: 023 963 999 / 070 723 747