

Job Title : Senior Officer, Digital Support

RESPONSIBILITIES:

- ◆ Ensure excellent application usability through careful manual testing
- ◆ Execute regression test and sanity check for every release
- ◆ Provide friendly and responsive inquiry from the internal department on the phone/social media/email to the relevant department
- ◆ Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that callers feel supported and valued.
- ◆ Document and communicate issues found, concerns, and feedback to the relevant departments

QUALIFICATIONS REQUIREMENTS:

- ◆ Graduated Bachelor Degree in Computer Science or a related field
- ◆ Very familiar with smartphones and tablets
- ◆ Minimum of 1-year experience of mobile app customer support in a financial institution
- ◆ High-level analytical skills with the ability to think laterally in an environment of change
- ◆ Dynamic, flexibility and a strong commitment
- ◆ Good listening and problem-solving skills
- ◆ Strong Customer Service skills, commitment, and a desire to satisfy the customer
- ◆ General PC literacy and keyboard skills
- ◆ Experience with online payments system is a plus
- ◆ Proficient in Google docs and sheets, internet and email

Contact Info:

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