

Job Title : Senior Officer, Customer Resolution Center

OVERALL PURPOSE:

- ◆ In this role, will handle customer interactions through Vattanac Bank's various channels, including answering incoming calls, responding to chats from customers reporting issues, handling product/service inquiries, acknowledging and resolving complaints, and providing general information.
- ◆ Additionally, the CRC is responsible for monitoring real-time card transactions to prevent risks, fraud, and money laundering for both issuing and acquiring. This includes ensuring timely authorization of card transactions, identifying and escalating suspicious activities, coordinating with relevant teams to address transaction issues, and supporting the investigation of fraud cases. The CRC will also assist in maintaining compliance with card network regulations and internal risk policies.

RESPONSIBILITIES:

- ◆ Card Authorization skill: manage and oversee card transaction approvals, ensuring secure and efficient processing, monitoring systems for fraud prevention, and resolving authorization issues in compliance with policies and regulations.
- ◆ Customer Service: handle inquiries, resolve complaints, and assist customers with their banking needs. This might involve answering questions about account balances, transactions, or loan applications via call/text.
- ◆ Sales and Upselling: promote new banking products, services, or credit card offers during your calls.
- ◆ Documentation and Record Keeping: Accurate record-keeping is essential. You'll document interactions, update customer profiles, and maintain call logs.
- ◆ Reporting: Ensure all regular reports are completed or consolidated on time
- ◆ Ad hoc: Ensure all the assigned tasks from line manager had completed on time and accurate

REQUIREMENTS

- ◆ Bachelor's degree in accounting, Finance and Banking or related fields
- ◆ Experienced in Call Centre or Customer service field.
- ◆ Card authorization
- ◆ English, email, chat application
- ◆ Outbound call and inbound call, Customer service,
- ◆ Bank products/Service
- ◆ Verbal and written communication skills.
- ◆ Good at MS Excel-Word and call center system
- ◆ Organized, disciplined and able to do multi-tasks.
- ◆ Able to work abnormal shifts.
- ◆ Work under pressure



Contact Info:

Email: career@vattanacbank.com

Phone Number: 012 972 682/092 732 958