

Job Title : Officer, Customer Resolution Center

OVERALL PURPOSE:

- ◆ Responsible for making outbound calls to potential customers in order to promote Vattanac products/services, generate leads, and achieve sales targets. Ensure the Bank's customer's needs are met, their questions are answered, and their problems are resolved quickly and efficiently.

RESPONSIBILITIES:

- ◆ **Making Outbound Calls:** proactively reach out to customers via phone to provide information, offer services, campaigns or address specific issues.
- ◆ **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
- ◆ **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
- ◆ Minimum one year experience in Banking industry or Customer Service field
- ◆ Call Centre System, email, chat application
- ◆ Outbound call and inbound call, Customer service, Complaint handling
- ◆ Verbal and written communication skills
- ◆ Able to analyse problems and issues for a better solution
- ◆ Good at MS Excel-Word
- ◆ Organized, disciplined and able to do multi-tasks
- ◆ Able to work abnormal shifts
- ◆ Work Under pressure

Contact Info:

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