

Job Title : Officer, Customer Service and Experience

OVERALL PURPOSE:

- ◆ Ensure the 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 service policies and procedures, monitoring Customer Service metrics, and working closely with other departments to improve the overall customer experience.

RESPONSIBILITIES:

- ◆ Assist to Customer Engagement 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.
- ◆ Improve CSAT (Customer Satisfaction), average response time, average resolution time and other Customer Metrics.
- ◆ 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 QMS and make a report to share to branch for service improvement gaps.

PLANNING & MANAGEMENT:

- ◆ Ensure all branches provide outstanding and consistent by providing GOLDEN service.
- ◆ Coaching, follow up and support branch to improve on Customer service.
- ◆ Effectively manage the customer complaint through: Call Center, direct to staff, email, social media and other complaint channels.
- ◆ 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.
- ◆ Conduct training to relevant staff based on plan.
- ◆ Assist line manager to produce monthly report of QMS and Complaint.



QUALIFICATIONS REQUIREMENTS:

I. Experience

- ◆ At least 1 year-experiences in Banking industry.

II. Skill

- ◆ Customer service, Complaint handling.
- ◆ Able to conduct training and traveling.
- ◆ Good at MS Excel-Word and PowerPoint.

III. Aptitude

- ◆ Bachelor Degree in Finance and Banking or related fields.
- ◆ Good interpersonal, verbal and written communication skills.
- ◆ Able to analyse problems and issues for better solution.
- ◆ Organized, disciplined and able to do multi-tasks

Contact Info:

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