

Customer Service Manager

ABC Egypt is seeking to recruit a Customer Service Manager who will be responsible for Receiving walking clients, handling all clients' instructions in order to direct them to the right channel.

- Following up all operation transaction procedures on existing clients.
- Performing the maker function for all customer service required maintenance.
- Attracting new customers through selling bank's retail and liability products.
- Setting t new marketing plans in accordance with the branch manager.
- Controlling the entire department's functions & work flow.
- Ensure following the compliance rules & CBE regulations

Reporting line Reports to Branch Manager **Direct Reporters** 1-2 Customer Service employees

Working Hours :8-5

Job Location : Cairo

Principal Accountabilities

- Welcome customers to obtain information and explain available services.
- Answer Customer inquiries and correct errors.
- Solve client's problems within his/ her responsibility
- Handle customer's complaints.
- Review all data processed by the department staff.
- Arrange monthly & annual plan in coordination with the branch manager to execute outdoor calls upon listed and unlisted companies to attract new customers.
- Follow up with potential clients to propose new offers, ask for pending documents, and answer inquiries.
- Prepare continuous surveys about the customer needs and the other products in the market to be presented to the higher level for action.
- Follow up cases presented to the card centre and other concerned parties to monitor approved / rejected cases and time span.
- Responsible for client's safe boxes keys to ensure security
- Coordinate with the Branch Manager in order to implement the updated information about target market, required documents, criteria, charges.
- Prepare Daily / Monthly reports such as credit card monthly report, total accounts monthly report to submit to the Branch Manager and the to measure achievements and pending cases in order to tackle decisions.
- Responsible for achieving & delivering his/her present targets at end of year.

- Responsible for increasing branch cliental base by conducting in / out door calls to potential clients.
- Ensure handling and covering al customer service requirements to ensure services Excellency.
- Responsible of the Customer Service Area, acting as a preparer to key-in data needed to the system.
- Contribute to the profitable growth of the Bank in line with the strategic guidelines and Bank procedures and policies. .

Job Context

Problem Solving

- Problems that may arise during the daily work in personal loans, ATM's, current accounts.

Decision Making Authority & Responsibilities

- Within the normal limits stated in the manual / credit policy, refers to the Branch Manager in risky decisions or transactions that was not done before.
- Evaluate the fellow colleagues and prepare their annual performance appraisal in accordance with the Branch Manager.

Job Requirements

- Bachelor Degree in Accounting, Economics, Business Administration.
- Very Good command of Microsoft office.
- Very Good command of English & Arabic languages.
- Presentable, Very Good communication skills.
- Marketing & Selling skills
- Problem solver, accurate and can work under pressure
- 5-6 years of experience
- Leadership Personality

To apply for this position, please email an updated CV to email below :

(Please mention the position title in email subject)

hr@arabbanking.com.eg

Please note only shortlisted candidates will be contacted