

JOB ADVERT

Designation:	Contact Centre Agent
Reporting Line:	Contact Centre Manager
Business Unit:	Customer Experience
Location:	Lusaka
Job Purpose	
To support with Client query and complaints management received from the Toll free-line and any other channels used by customers to contact the Bank in a time efficient, cost effective, information accurate and customer friendly manner in order to enhance customer satisfaction and loyalty.	
KEY OUTPUT & RESPONSIBILITIES	
Efficient Customer Service & Cross selling	
<ul style="list-style-type: none"> ▪ Efficiently resolving customer queries/complaints and support with service requests from customers and ensure query resolution management is aligned to the Bank's core Values ▪ Engage with internal stakeholders to follow-up on escalated queries ▪ Have sufficient knowledge and/or competence regarding banking systems, new products and services to promote a positive image of the Bank and respond to customer queries correctly 	
Accurate and Timely Reporting	
<ul style="list-style-type: none"> ▪ Provide an effective and efficient telephone enquiry service to customers to enhance customer experience. ▪ Ensure the queries pending report is monitored and cleared daily to ensure customer feedback within the agreed SLA ▪ Ensure appropriate MI is produced, consistent, reliable, and made available to team leader/manager for accurate reporting 	
Risk Management, Governance and Compliance	
<ul style="list-style-type: none"> ▪ Consistently adhere to defined and agreed scripts for calls and problem resolution procedures to ensure adherence to procedure and service level agreement. ▪ Maintain vigilance regarding suspicious activities on queries or logs to ensure proactive risk management. ▪ Ensure that the defined "Customer Security Check" is completed with every interaction with the customer for satisfactory audits. 	
Internal and external stakeholder engagement	
<ul style="list-style-type: none"> ▪ Work closely with Service Quality and Marketing to ensure ongoing service quality in customer feedback management. ▪ Work closely with Card & IT team to manage after-hours calls ▪ Play a role in ensuring the unit has good relationships across the business to be able to assist customers ▪ 	
Effective teamwork, self-management and alignment with group values	
<ul style="list-style-type: none"> ▪ Promote co-operation in working with others to achieve shared goals and ensure a positive working environment and productive team. ▪ Have a general basic knowledge of all bank products and services ▪ Engage with Team-Leader/Manager to discuss opportunities to enhance customer experience. 	
Qualifications & Experience	
<ul style="list-style-type: none"> ▪ Grade 12 School Certificate with 5 credits, English and Mathematics inclusive ▪ Degree in relevant field ▪ 2+ years Banking experience ▪ Attention to detail ▪ Excellent communication and presentation skills ▪ Ability to communicate in atleast one of the 7 major languages with added advantage in Bemba and Nyanja ▪ Knowledge of the system(s), products and processing activities 	

Interested Applicants who meet the job requirements should email their CV's to e-mail address jobs-zm@bancabc.co.zm. Please note that only shortlisted candidates will be contacted. **Clearly state the position you are applying for in the subject field.**

Closing date: Friday 29th December, 2023