

# JUNIOR EXECUTIVE – CUSTOMER SUPPORT CARD CENTER

The job holder will be responsible to resolve customer concerns and issues related to cards in a timely / effective manner and provide the right customer experience.

## The Job

- Assist to achieve Cards Business volumes and budgeted profit figures whilst ensuring to minimize the operational costs and losses due to operational lapses
- Utilize the feedback of customer concerns or complaints to improve the daily activities in all functions in cards to avoid any repetitive issues by creating a customer oriented culture within the unit
- Ensure efficient and effective completion of the Card related Payments, reversals, Balance Transfers & Installment Payment Plans
- Maintain healthy relationship with all bank departments / branches & especially PRVS, CRM & Call Center to provide timely service to card holders
- Resolve complaints within agreed time frames along with a quality service to card holders to mitigate reputational loss to the bank
- Maintain and provide the requested information to the supervisors for MIS & Reporting purposes

## The Person

- Full / part qualification in Banking and Finance or equivalent
- Possess at least 5 years of banking experience
- Possess excellent relationship management and time management skills
- Possess excellent communication, presentation and negotiation skills
- Possess strong analytical skills and be attentive to detail

Please login to <https://www.ndbbank.com/careers> to apply on or before 13th February 2022

We will correspond only with the shortlisted applicants

*"We are an equal opportunity Employer"*



Vice President  
Group Human Resources

