Job vacancy: 3103 - Outsourced contract - Customer Service Representative – Contact Center – Giza Region

Job Summary:

Act as a primary contact point for QNB's clients/nonclients. Answer incoming calls received, respond to inquiries, manage complaints, identify significant customer service problems, and provide general information.

Job Requirements:

1. Handle all customer inquiries & requests.
2. Identify and escalate issues to Team Leader.
3. Provide product and service information to clients. Cross sell products and services to clients & non- clients according to Contact Center processes.
4. Document all call information on the relevant systems.
5. Send all customer inquiries, requests, appointments, & referrals to the network & related head office departments.
6. Determine customers' needs and achieve customer satisfaction.
7. Answer & process clients' inquiries, requests & complaints received according to Contact Center processes.
8. Suggest ideas to enhance the service level offered to the clients.
9. Handle campaigns if availability of queuing needs, for example (covering shortage, crisis, huge campaign, etc....).

10. Ensure the correct functioning and implementation of the Permanent Supervision, Compliance and Money Laundering, Operational Risk, and Workplace Success Guidelines whenever and wherever possible.
11. Adhere to QNB's policies & procedures to guarantee that QNB's business is conducted in compliance with Local Laws, Internal Rules & Regulations, as well as International Standards.

Job Specifications:

Education:

Bachelor's degree from a reputable university.

Experience:

0-3 years of experience in the related field

Job Location:

6 October (Industrial Area)

Skills:

- Handling Skills and Customer Oriented Attitude.
- Excellent Interpersonal & selling skills.
- High communication skills, especially verbal.
- Ability to work under pressure & shifts basis.
- Good knowledge of computer and telephony Environment Fluency in Arabic and English written/spoken.

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Careers (qnb.com.eg)