

EXECUTIVE – CARD CUSTOMER SUPPORT

Resolve customer concerns and issues related to cards in a timely & effective manner and provide the right customer experience with emphasis on cost optimization. Utilize the feedback of such concern or complaints to improve the daily activities and processes in all functions in card center to avoid any repetitive issues by creating a customer oriented culture within the unit.

THE JOB

- Assist to achieve Cards Business volumes reduce and reduce the costs incurred due to operational/process lapses.
- Ensure efficient & effective completion of the card related requests/concerns/complaints received from internal & external customers.
- Maintain healthy relationship with all bank departments / branches & especially PRVS,CRM & Call Center to provide timely service to card holders.
- Improve department Service levels and ensure the achievement of the same.
- Resolve complaints within agreed time frames along with a quality service to card holders to mitigate reputational/financial loss to the bank.
- Review operational process, root cause analysis and implement changes with feedback received from card holders / branches / departments in order to stop further concrescences of repetitive complaints and further improve service and products.
- Ensure the accuracy of authorize customer effected entries within the agreed SLAs.
- Maintaining standard communication guidelines for all customer responses and timely review of the same.

THE PERSON

- Full or Part qualification in Banking or equivalent qualification.
- Possess minimum of 06 years overall banking experience.
- Possess strong communication and interpersonal skills.
- Possess Time Management and Customer service skills & Decision making skills.

Please login to <https://www.ndbbank.com/careers> to apply on or before 1st July 2024



We will correspond only with the shortlisted applicants
"We are an equal opportunity Employer"



Vice President Human Resources