

Bank Customer Service Representative Job Description

- Provide splendid customer services to customers in a friendly and courteous manner at all times
- Have sufficient knowledge about the banking products and services and respond to all inquiries accordingly
- Improve customers' banking experience with the bank by ensuring that the customers are attended to promptly and all their challenges are resolved without delay
- Ensure that all the bank's policies and procedures, code of conduct and regulatory guidelines are strictly complied with in the process of discharging duties
- Inform and suggest new banking products to customers
- Provide information to customers on their account status and account balances
- Open new bank accounts according to laid down rules and guidelines
- Suggest effective ways through which the bank can promote its products and services and increase customer satisfaction
- Provide assistance to all other members of staff in other departments of the bank by liaising with them through healthy interactions
- Participate in marketing and awareness campaigns in the bank to create an enlarged customer base
- Establish and promote cordial relationship with customers, ensuring prompt attendance to their inquiries and solving their problems to grant them maximum satisfaction
- Ensure that customers' confidential information is properly protected and only used for official purposes
- Be involved in performing some financial related and marketing transactions
- Channel complex customer complaints and challenges to the right quarters for effective resolution

- Continuously update skill by participating in professional trainings, go for courses as instructed by management and be willing to contribute acquired knowledge to the development of the back.