

VACANCY

SERVICE MANAGER CONSUMER BANKING (IRC210953)



It's time to be with FNB

The following vacancy exists within First National Bank

Reporting directly to the Head of Service Retail, the incumbent will ensure an exceptional customer experience for the Retail Consumer. They will also ensure customers are being served within stipulated First service standards. Role also ensures positive Internal and External customer experience in the Segment at an operational level.

The individual will primarily be responsible for, but not limited to the following:

- Manages the Consumer service score card and related measurements
- Analyse service statistics and compile accurate reports
- Manage service level turnaround times
- Conducts voice of the customer assessments
- Monitors external service delivery across the Consumer Segment and ensures adherence to First service standards
- Monitors and reports on social media activity pertaining to Retail Consumer segment service issues
- Keep accurate records and document customer service actions and discussions
- Reports on service improvement and implementation across Consumer segment
- Improves customer service quality results by studying, evaluating, establishing and communicating service metrics; monitoring and analysing results; implementing changes with the Retail sub segments, and in collaboration with other Segments and Business Units
- Soliciting and sharing of service delivery commendations and implementing opportunities to celebrate good service experiences

- Takes ownership of external customers issues and follows problems through to resolution and associated action plans
- Assists internal customers in resolving queries & complaints and provides feedback and prepares report.

Qualification and Experience:

- Bachelor's Degree in Business or equivalent
- At least five (5) years post qualifications' experience within a Banking environment with exposure on customer service
- In-depth knowledge of the Bank products
- Understanding of the Banks' Client Experience strategy
- Minimum 3 years supervisory/functional leadership level experience.

Competencies and Skills:

- Interpersonal & communication
- Presentation and facilitation
- Strategic planning and execution
- Problem solving
- Team Management and leadership
- Customer orientation
- Collaborative
- Action orientation
- Creativity/Innovative
- Technological prowess
- Time management

Interested applicants are requested to log onto <https://www.firststrandjobs.mobi/> and upload their Curriculum Vitae's (CV's) no later than **18th December 2021**.

"To deliver exceptional service; first time, every time, all the time"



Be deeply invested



Value our difference



Have Courage



Stay Curious



Build trust not territories



Always do the right thing