

Customer Consultant Officer

Key Responsibilities:

- Analyze customer requirement for product and services and provide consultation to select appropriate product.
- Prepare documents for individual/non-individual accounts opening and associate customer interaction and ensure follow up on all pending issues.
- Develop and maintain effective relationship with customers.
- Administer all customer orders, provide appropriate consultation to customer for various products and services and place order accordingly.
- Promote and cross-selling banking products.
- Attend to customers personally where necessary and provide feedback on customers' needs and complaints.
- Achieve and proactively referrals target.
- Assist branch to perform Non-Cash / Cash transaction.
- Other task/project as assigned by supervisor.

Knowledge Skills and Experience:

- Degree in Business related disciplines.
- At least 2 years of customer service experience.
- Relevant experience in the banking or service industry is an advantage.
- Pleasant personality, friendly.
- Confident, strong communication and interpersonal skills.
- Excellent verbal and written English.
- Ability to build a good relationship with customers.
- Computer literacy in MS Word, Excel and Power Point.

How to apply:

Please submit your application via email: careers.kh@cimb.com

Or call us at 081 240 333