

Customer Service Manager

Key Responsibilities:

- Implement customer service action plan and program to achieve sales and customer service targets.
- Manage and co-ordinate the activities of the department to ensure the smooth and efficient day-to-day operations in the following section, i.e. Current Account, Savings account, Fixed Deposit, Remittance and Cheques Clearing.
- Control and supervise customer service to maintain department discipline and moral so that the department staff function as a team.
- Ensure job functions are properly delegated and monitored.
- Hold departmental meeting regularly to discuss problems to improve departmental efficiency and performance.
- Plan and co-ordinate manpower and computer hardware requirements in consultation with immediate superior.
- Define the training needs of departmental staff and provide on the job training and also to conduct courses.
- Responsible for the management of department staff which include staffing, controlling, inducting, motivating, disciplining, training and development, appraising, coaching, counselling, staff welfare and moral.
- Liaise with BOO/CSO ensure all the returned cheques are attended to promptly.
- To ensure full compliance with all policies and procedures of the Bank and Group guidelines.
- Carry out any other assignment as may be required by the immediate superior.
- Ensure Branch's P&P are fully implemented.
- Acting as BM in the absence of BM.

Knowledge Skills and Experience:

- A recognized Degree with at least 4-year experience in customer service area, preferably in the financial services industry;
- Sound knowledge in leveraging and analyzing information to support CSD activities;
- Possess sound related branch operations knowledge;
- Ability to multi-task and strong organization skills is essential;
- Good communication skills and a strong team player;
- Fluent in verbal and written English;
- Strong communication and interpersonal skills;
- Strong ability to negotiate and build relationship;
- 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