

Customer Service Officer

Key Responsibilities:

- Monitor customer operations and resolve problem when necessary.
- Promote and cross-selling banking product.
- Attend to customers personally where necessary and provide feedback on customer's needs and complaints.
- Assist in supervising deposits counter services operations.
- Supervision and control of daily physical cash balancing.
- Ensuring all cash registers and records are properly written-up.
- Serve customers by exchanging, receiving and paying out cash at counter.
- Attend to opening of accounts and ensure documentation is in order.
- Prepare the necessary daily and monthly reports.
- Achieve and proactively referrals to ARM for A/C opening.
- Adhere to all the time with cash security/control/accuracy.
- Other task/project as assigned.

Knowledge Skills and Experience:

- Bachelor's Degree business related disciplines.
- At least 2 year experiences of customer service experience.
- Relevant experience in the bank or service industry is an advantage.
- Pleasant personality, friendly.
- Confident, strong communications 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: lynet.bun@cimb.com

Or call us at 081 240 333