

# Banking Associate / Senior Banking Associate –Client Services Transaction Banking

## Job profile

- To provide “best in class” Service delivery to Trade, Cash & e-Channel inquiries of Corporate and Business Banking clients
- Act as a Tier 2 Service Managers as per the Differentiated Service Model
- To ensure successful implementation of SPOC (Single-Point-of-Contact) for all client inquiries and the “Mid-Office” function, ensuring smooth Coordinating of clients’ transactions between the clients, Operations and RMs (Mid-Office function)
- Responsible in providing a superior Service experience to the Trade Finance, Cash Management and online Banking clients, adhering to the respective SLAs pertaining to the respective client’ Tier
- Ensure SPOC (Single-Point-of-Contact) for all transactional inquiries. (Calls & emails)
- Mid-Office Function: Ensure seamless coordinating of transactional documentation and approvals between clients, RMs and Operation teams

## Applicant Profile

- Be part qualified in Banking, Finance or Business Management or with an equivalent professional/ academic qualification
- Possess over 4 years of Banking experience out of which around 2 years of experience in Trade Operations or Trade Client services in leading financial institution
- Should possess strong Customer and Interpersonal skills
- Should possess negotiation and project management skills
- Should be a team player who will work towards achieving a common business goal

Please login to <https://www.ndbbank.com/careers> to apply on or before 10<sup>th</sup> October 2022

We will correspond only with the shortlisted applicants

- *"We are an equal opportunity Employer"*



Vice President, Group Human Resources

