



We are Sri Lanka's premier private sector commercial bank. Our visionary journey has taken us beyond the realms of business as we have made a conscious effort to go where no bank has dared to go; from downtrodden villages long-forgotten, to the world across the shores. The driving force behind this epoch-making journey is our strong team of achievers, affectionately known as the Hatna Family. As we continue to make history and move ahead, we invite dynamic and ambitious individuals to join us in our trailblazing banking saga.

We are looking for bright minds to make banking enjoyable.

SPECIALIST - SERVICE EXCELLENCE (HNB CONTACT CENTRE)

Job Role

The Service Excellence Specialist will play a pivotal role in managing and resolving customer complaints received to the Bank's service recovery unit to ensure customer satisfaction and loyalty, drive Root Cause Analysis (RCA), implement corrective measures and continuously improve service delivery.

Duties and Responsibilities

- Investigate and resolve customer complaints efficiently and effectively
- Analyze customer feedback and collaborate with cross functional teams to improve service delivery and prevent recurring issues
- Maintain accurate and detailed record of customer complaints, resolutions and any action taken to prevent future issues
- Communicate with customers in a professional and empathetic manner, keeping them informed about the status of their complaints and actions being taken
- Identify opportunities to enhance complaint management processes and work towards continuous improvement
- Conduct RCA to identify the underlying causes of customer complaints and implement corrective actions
- Collaborate with other departments to address root causes of complaints and implement systemic improvements

Skills and Abilities

- Excellent verbal and written communication skills, with the ability to convey complex information in a clear and concise manner.
- Ability to think critically to address customer concerns and find effective solutions
- Demonstrate commitment to deliver exceptional customer service and a passion for customer satisfaction.
- Ability to analyze data and customer feedback to identify trends and opportunities for improvement
- Ability to work collaboratively with cross-functional teams to achieve common goals
- Ability to remain calm while under pressure and handle challenging customer interactions professionally

Qualifications

- Minimum of five "credit" passes including Mathematics and English for G.C.E. Ordinary Level
- Minimum of three "simple" passes for G.C.E. Advanced Level or further education in the field of business

Age

- Between 23 - 30 years

Experience

- Minimum 3-5 years experience in a Contact Centre environment with minimum 2 years experience in a supervisory role
- Proven experience in complaint management or a similar customer focused role will be an added advantage
- Familiarity with Call Centre technologies and Customer Relationship Management (CRM) systems
- Experience in implementing process improvements and driving positive change is an added advantage

Interested candidates are invited to apply for the position
All applications must reach us by.

21st January 2024

APPLY VIA XPRESSJOBS