



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 help us create a world of happy experiences.

SERVICE EXCELLENCE SPECIALIST

Job Role

The Service Recovery Specialist will play a pivotal role in managing resolving customer complaints received to the bank's service recovery unit and the primary purpose of this role is to ensure customer satisfaction and loyalty by addressing and resolving issues, driving RCA, implementing corrective measures, and continuously improving service delivery.

Duties and Responsibilities

- Complaint Resolution- Investigate and resolve customer complaints efficiently and effectively, ensuring a high level of customer satisfaction.
- Service Improvement- Analyze customer feedback and collaborate with cross-functional teams to implement improvements in service delivery and prevent recurring issues.
- Documentation- Maintain accurate and detailed records of customer complaints, resolutions, and any actions taken to prevent future issues.
- Customer Communication- Communicate with customers in a professional and empathetic manner, keeping them informed about the status of their complaints and any actions being taken.
- Process Enhancement- Identify opportunities to enhance complaint management processes and work towards continuous improvement.
- Root Cause Analysis (RCA)- Conduct thorough RCA to identify the underlying causes of customer complaints and implement corrective actions to address systemic issues.
- Team Collaboration- Collaborate with other departments to address root causes of complaints and implement systemic improvements.

Knowledge, Skills and Abilities

- Communication Skills- Excellent verbal and written communication skills, with the ability to convey complex information in a clear and concise manner.
- Problem-Solving- Strong problem-solving skills and the ability to think critically to address customer concerns and find effective solutions.
- Customer Focus- Demonstrated commitment to delivering exceptional customer service and a passion for customer satisfaction.
- Analytical Skills- Ability to analyze data and customer feedback to identify trends and opportunities for improvement.
- Analytical Skills- Ability to analyze data and customer feedback to identify trends and opportunities for improvement, including proficiency in Root Cause Analysis techniques.
- Teamwork- Proven ability to work collaboratively with cross-functional teams to achieve common goals.

Experience and Qualifications

- G.C.E O/L and A/L and Partially completed any Professional Qualification or Degree.
- Minimum 5 Years in Contact Centre environment and a Minimum of 2 Years in a supervisor Role.
- Proven experience in complaint management or a similar customer-focused role within a call center environment.
- Familiarity with call center technologies and customer relationship management (CRM) systems.
- Effective communication skills and attention to detail.
- Previous experience in implementing process improvements and driving positive change is a plus.
- Ability to remain calm under pressure and handle challenging customer interactions professionally.

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

14th February 2024

APPLY VIA XPRESSJOBS

