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Approved by
S. Inspector

04 DEC 2021



Ecobank South Sudan Limited, a leading commercial bank offering wholesale, retail, transaction banking services and products to individuals, governments, financial institutions, multinationals, international organizations, medium and small enterprises; seeks to recruit dynamic professionals for the following positions: -

POSITION : CUSTOMER SERVICE OFFICER
REPORTS TO : BRANCH OPERATIONS MANAGER

JOB PURPOSE

Attend to customer queries, hand up cheque books, deposit books, transaction cards (e.g. Debit Cards, credit cards, & Pins), collect statements and mail to customers. Identify customer needs and, where necessary, refer to the correct department or migrate to more appropriate channels. Understand and manage the risks associated with handing up and control of chequebooks, transaction cards and customer statements. Maintain a high level of integrity and ethical standards

KEY RESPONSIBILITIES

Responsibility 1 – Customer Service

- Attend to customers promptly and, where necessary, refer to the correct department or migrate to a more appropriate, cost-effective channel.
- Cross-sell products and services reactively and pass leads on to the relevant areas timeously.
- Initiate steps to resolve problems affecting customer service timeously.
- Refer queries that cannot be resolved within the Customer Problem Resolution time frame to appropriate department.

Responsibility 2 – Legislative Compliance

- Conduct a needs analysis to identify customer needs effectively when giving product advice, in line with prudential guidelines under the Bank of South Sudan (BoSS) act and standard bank Know Your Customer (KYC) compliance
- Complete disclosure to the customers in terms of accreditation, service fees, and commission.
- Ensure proper record keeping in line with prudential guidelines under the BoSS act and standard bank KYC compliance

Responsibility 3 – Cheque Books & Transactions Cards

- Hand up cheque books and transaction cards according to laid-down procedures.

Responsibility 4 – Risk Management

- Ensure that chequebooks, transaction cards etc are sufficiently safeguarded against unnecessary and preventable loss.
- Ensure that all the required controls are in place to minimize the risks associated with handling of collect statements and confidential customer information.

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A SUITABLY QUALIFIED CANDIDATE SHOULD HAVE:

Experience & Qualifications

- Degree holder from a recognized University (min – 2nd class upper or equivalent).
- 2– 3 Years branch banking experience, with exposure to customer service
- Sound knowledge of laid-down policies and procedures relating to customer service.
- Sound knowledge of banking products/services and the procedures underpinning them.
- Knowledge of the Code of Banking Practice.
- Knowledge of the Flex -Q System as it relates to enquiries.
- Knowledge of Managing Local Market sales principles.
- Basic knowledge of the functions of the various departments within the branch.
- Attendance of relevant training courses, e.g. communication, sales skills.
- Knowledge of the prudential guidelines under the BSS act and standard bank KYC compliance
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Skills, Capabilities & Personal attributes

- Good verbal communication skills required for explaining banking procedures.
- Ability to convey information clearly.
- Ability to listen and probe effectively to determine customers’ real needs.
- Assertive – able to put forward an idea or view despite opposition.
- Resilient – able to retain optimism despite setbacks and not take criticism personally.
- Ability to remain calm and focused under pressure.
- Methodical, accurate, pays attention to detail.
- Results-orientated, adheres to turn-around times/deadlines.
- Customer service-orientated, able to maintain relationships even when communicating disagreeable information to customers.
- Team player, approachable, self-motivated.
- Integrity and honesty.

HOW TO APPLY:

Interested candidates for the above positions should submit their application and updated CV to: hrrecruitment@ecobank.com no later than 24th December 2021. **Only shortlisted candidates will be contacted.**