

# ( BANKING ASSOCIATE / SENIOR BANKING ASSOCIATE ) PRODUCT OPERATIONS & CUSTOMER SUPPORT – PRODUCT LIFECYCLE MANAGEMENT

Assist in managing and optimizing client contacts within the Product Lifecycle Management Department. This role involves monitoring daily issue reporting, ticket issuance, and follow-up, along with direct correspondence related to digital channels and product issues. The focus is on ensuring efficient communication, problem resolution and maintaining high customer service standards.

## THE JOB

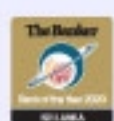
- Support daily reporting and management of customer issues related to digital banking channels and products.
- Collaborate with relevant teams to contribute to timely and effective issue resolution.
- Follow up on open tickets, ensuring timely updates and resolutions, and escalate as necessary.
- Provide assistance and guidance to the team in handling customer queries.
- Log and track reported issues for resolution, escalating to relevant stakeholders as needed.
- Assist as a liaison between customers and internal teams on customer-facing issues.
- Regularly update the Executive on the status of service desk activities, tickets, and operational needs.
- Support the implementation of strategies to enhance customer interactions and improve overall satisfaction.
- Identify areas for improvement in customer communication and suggest solutions.
- Assist in maintaining accurate documentation of customer issues, tickets, and resolutions.
- Collaborate with internal teams to contribute to the expedited resolution of issues.
- Assist in effective management and improvements for the issue tracking system.

## THE PERSON

- Possess a Bachelor's degree in IT / Business / Finance or any other related field.
- Possess 4 years' of experience out of which minimum 2 years' experience in working with operations related to banking products and services, customer relationship management and issue resolution.
- Good communication and interpersonal skills.
- Ability to handle high-pressure situations and urgent customer issues.
- Familiarity with digital banking platforms and technologies.
- Demonstrated experience in managing customer-facing channels.

Please login to <https://www.ndbbank.com/careers> to apply on or before 8<sup>th</sup> July 2024.

We will correspond only with the shortlisted applicants  
"We are an equal opportunity Employer"



Vice President Human Resources