

CUSTOMER EXPERIENCE ASSOCIATE – OMNI CHANNELS

The job holder is responsible in delivering exceptional customer experience by managing customer interactions across multiple channels, such as email, chat, social media, and in-person, to ensure a seamless and consistent customer experience is delivered. This may involve handling inquiries, resolving concerns, retaining clients and maintaining customer satisfaction across digital customer touch points.

THE JOB

- Respond promptly and accurately to customer inquiries via digital platforms whilst ensuring a high level of customer satisfaction.
- Engage and resolve customer inquiries in a timely and effective manner, addressing their concerns.
- Provide high quality and error free information about our products and services to customers.
- Proactively identify opportunities to enhance customer experience and provide suggestions for improvement.
- Collaborate with other departments to resolve customer concerns and provide feedback and suggestions.
- Provide accurate MI for management decisions and forecasting.

THE PERSON

- Minimum one year experience in similar capacity with Exposure in banking operations (Branch banking/Cards / Retail credit) would be an added advantage.
- Excellent written and verbal communication skills, with the ability to communicate effectively through digital platforms.
- Strong interpersonal skills, with understanding of Omni channels and social media customer management.
- Proficiency in handling Chat bots, Social media tools would be an added advantage.
- Flexibility to work on shifts, weekends, and holidays as needed.
- A Team player that would collaborate and work with other divisions and own unit.
- Have a basic knowledge of data analytics to identify trends for service improvements.

Position is at Senior Banking Associates, Banking Associates and Junior Executive Level.

Please login to <https://www.ndbbank.com/careers> to apply on or before 05th January 2026.

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



NDB bank

The future is banking on us

Vice President Human Resources