



WE ARE LOOKING FOR CONTACT CENTER EXECUTIVE

Community Bank Bangladesh Limited, a concern of Bangladesh Police Kallyan Trust, has been established with a vision to serve communities with the tailor made secured solutions abiding by the highest level of corporate governance. It aims to contribute to the economic growth of the country by providing financial products & services to the communities across geographies. State-of-the-art Core Banking System is an enabler to operate centrally in optimum magnitude. Community Bank runs on its three core building blocks i.e. Trust, Security and Progress.

Position: Contact Center Executive (Contractual)

Key Job Responsibilities:

- Attend customers' call and provide solution within the defined SLA (Service Level Agreement)
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure proper resolution
- Provide product and service information to customers through call center inbound/outbound channel with good manner
- Record customers' complains and forward those to the respective departments
- Follow up of customers' inquiry or problem with other concern desks
- Manage and update customers' databases
- Maintain records of interaction and actions taken for each customer
- Track service level calls waiting, abandonment and ensure further calls to those customers

Educational Requirements:

- Minimum Bachelor's in Business/Economics/Banking/English or relevant subjects from reputed University. No Third Division in academic record

Experience Requirements:

- Minimum 1 year working experience in Contact Center of any reputed organizations (preferably in Banks)

Competencies & Skills:

- Smart, team player, paired with agile mindset and can-do attitude
- Excellent persuasion & communication skills
- Must be fluent in English & Bangla pronunciation
- Excellent skills in MS Office
- Shift Duty (Contact center remains operational for 24/7. Therefore candidates maybe assigned to attend shift duties as per Contact Center duty and roster including night shift)

Job Location: Dhaka

Job Nature: 2 year's fixed term contract

Application Procedure:

Interested candidates are requested to apply through **bdjobs.com** by Tuesday, 7 December 2021. No hardcopy of application will be accepted. We are an equal opportunity employer.

*Conditions Apply

