

Customer Service Officer- Multiple Branches at I&M Bank

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Job Description

I&M Bank is a wholly owned subsidiary of I&M Holdings Limited, a publicly quoted company at the Nairobi Securities Exchange (NSE). The bank possesses a rich heritage in banking.

Primary Responsibilities:

Receive instructions transactions that require guidance such as giving SWIFT instructions, bankers cheque, fixed deposits, investment services instructions, T. Bill purchase.

Release trade finance documents such as IMPLC,/FIBC documents and advise customers for collection.

Custodian of PIN mailers and cards.

Process STOP payment instructions.

Prepare audit confirmations, certificate of balance, interest certificate and opinion letters for customers.

Print and issue various advices such as fixed deposit, credit and debit advices.

Facilitate customers' access to lockers.

Prepare and submit monthly reports.

Coordinate the complaint resolution process internally and communicating the resolution

to customers.

Attend to walk-in customers enquiries on account opening and products.

Inform and cross-sell the Bank's range of products and services to existing customers.

Ensure the completion of all customer documentation.

Review customer information entered in the system against customer instructions.

Receive instructions on account opening and closing adhering to strict KYC guidelines.

Order, issue and maintain cheque books and bankers cheques.

Answer all written complaints and enquiries received from customers.

Person Specifications

Bachelor's degree in a Business related field from a recognized institution.

At least 1 year relevant experience.

Excellent communication and interpersonal skills.

Excellent problem solving and decision making skills.

Strong marketing and networking skills.

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