

## Customer Service/Teller at Caritas MFB

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

### Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); Caritas Microfinance Bank is a licensed microfinance bank regulated by Central Bank of Kenya. Caritas MFB offers a full range of innovative and customized financial services with a special focus on the unbanked and underbanked. Its headquarters are located in the Nairobi CBD. Caritas MFB was formed to provide affordable, innovative and customized financial solutions to micro and small enterprises (MSEs) and to vulnerable groups that are mostly unbanked and underbanked.

### JOB PURPOSE

To efficiently handle customer transactions, maintaining customer satisfaction, maximize revenue collection and manage risk while cross-selling bank products to achieve branch profitability.

### KEY RESPONSIBILITIES

Receiving customers at the branch and attending to enquiries

Receiving customers emails and phone calls and providing prompt feedback

Engage customers with inactive accounts to activate them

Assist customers in the account opening procedures

Conduct KYC and AML verify customers' credentials and information shared

Report any fraudulent or questionable potential customers

Share the bank product flyer and introduce the features to the customer for future follow

up.

Cross sell bank products to existing customers to increase product usage level

Processing of deposit and withdrawal transactions

Efficient execution client's instructions and follow up

Provide service feedback form to the customers

Ensure the banking is well stocked with promo material and necessary stationery

Authenticate all outward cheques and post in the system

Cash management by tracking the level of cash in your till and the demand levels

Keep the cash tills secure

Management of turnaround time on customer queries

Queue management in the banking hall

Ensure the customer experience is commendable at all times.

Monitor the ambience and cleanliness of the banking hall through the day

Facilitate applications of ATMs and mobile banking services

Coordinate the postage of parcels from branch to designated recipients and back

Coordinate the branch meeting logistics

Responsible for basic office supplies such as stationery, water etc

To perform any other duty as assigned in line with the organization goals and objective

### **QUALIFICATION AND EXPERIENCE REQUIREMENTS**

Degree in a Business Management, Accounting, Finance or Business Administration.

Professional banking qualifications will be added advantage

2 Year work experience in a bank

Excellent customer service skills

Able to multitask

A fast learner

Good communication and interpersonal skills

Good marketing and People management skills

Must be self-driven; possess excellent administrative, communication and interpersonal skills, strong organization, and negotiation skills.

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