

## Regional Customer Service Manager at NCBA Group

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

### Job Description

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The new NCBA has harnessed the power of both NIC and CBA to create a bank that brings together the best of both worlds from cutting edge mobile banking to good old-fashioned relationship management; from scalable business banking to financial services that grow as your business does; from best-in-class choice of products to investment solutions tailored to your specific needs.

### Job Purpose Statement

The Regional Customer Service Manager will support the business to achieve its customer service goals and objectives by working closely with branches assigned to him/her. The Manager will also monitor and evaluate service and is responsible for ensuring that regular soft skills trainings, coaching, mentoring are carried out across the branch network. Works closely with the branch leadership to identify gaps in service standards and have the gaps closed. Work together with the branch leadership, support in areas of service such as Customer Satisfaction ratings, complaint resolution, compliance, implementing Group and Retail customer experience agenda in the branch network and brand image. Overall management of customer service in the respective region to drive Net Promoter Score to world class standards in making retail business distinguished for exceptional customer experience

### Ideal Job Specifications

#### Academic Qualifications:

Bachelor's Degree in social sciences or a business related field

Professional Qualifications: AKIB training , will be an added advantage

Cashiering and Vault management training

Customer Experience training

**Work Experience:**

Minimum of 5-8years working experience in branch service, operations or Relationship Management

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