

Job Profile for Head, Branch Operations

- To ensure exemplary customer service provided at the welcome centres, including maintaining customer relationships and ensuring repeat customers by upselling products and services.

Required Skills and Competencies :

- University degree in any discipline
- At least 4-5 years of direct work experience in a Customer Service environment at a supervisory level.
- Ability to take over, handle and follow through on highly sensitive work-related issues via appropriate channel.
- Exceptional verbal communication and very good interpersonal skills.
- Excellent listening skills.
- Strong written communication skills and presentation skills.
- Good supervisory skills with ability to train and manage team members within a team
- Experience in customer relationship management
- Ability to use MS office tools (MS Word, Excel, PowerPoint, Visio)
- Strong problem identification and objection resolution skills.
- Good level of initiative and ability to work with little or no supervision.
- In addition, prospective candidate should have:
 - Ability to learn fast and work under pressure
 - Self-motivated, with high energy and an engaging level of enthusiasm.
 - High level of integrity and work ethic.

Key Responsibilities and Accountabilities

- Set up and maintain customer service desk at welcome centre and ensure day-to-day management of Customer Service Agents (CSAs).
- Work with CSAs and sales teams to boost upselling products and services, as well as boost lead generation.
- Oversee daily deliverables of Branch Operations CSAs.
- Direct and coordinate customer complaints resolution and feedback process via the welcome centre network.
- Ensure adequate follow-up on customer concerns or complaints to facilitate prompt resolution.
- Ensure that services to customers are completed within the specified turnaround time.
- Monitors client complaints to define patterns and work to lessen those recurring issues.

- Identify & mitigate operational risk within welcome centres and ensure ongoing adherence to compliance procedures.
- Vet and monitor adequacy and appropriateness of communication that goes out to customers from the unit.
- Responsible for continuous evaluation of service desk efficiency and effectiveness.
- Regularly audits work being done and customer service being provided to ensure all standards are met and that work is carried out effectively, correctly, and thoroughly
- Resolves service desk problems and improves current service desk methods to increase productivity and customer service.
- Analyse reports of findings from customer's complaints and recommend appropriate measures to minimize reoccurrence of complaints.
- Develop and maintain a comprehensive customer inquiries log.
- Review and implement process improvement to ensure that processes are well organized.
- Hire, train, supervise, review and monitor staff activities for sake of development and improvement.
- Monitor and enforce staff compliance and adherence to company culture policy.
- Provide feedback to management regarding service perception of the organization.
- Render weekly, monthly and quarterly report of activities at the welcome centre.
- Attend group meetings and maintain regular reports.
- Attend to ad-hoc duties given by Group Head.

Interested Applicants should send their CVs to **jobtalentrecruit@gmail.com** stating the role applied for as subject of mail. e.g “**Head Branch Operations**”