

TERMS OF REFERENCE

Job holder name:	Designation: Contact Center Supervisor
Job grade: M5	Reports to: Officer In-Charge, Marketing & Customer Service Division

Job purpose {define the key aspects of the role briefly – why does the job exist?}

Report, analyze, i.e., findings and recommendation for improving the services, Analyze the root cause of unresolved issues and submit the report on Shift basis and resolve system, customer and operational issues that impact service quality. Strive to provide all customers with an outstanding customer experience. Ensure to maintain CSI. Handle complaints and queries received on social media.

Key responsibilities {define the key responsibilities of the job}

1. To ensure that all the contacts made via social media are acknowledged and complaints are handled efficiently within the Turn Around Time.
2. Receive complaints and refer them to the appropriate area/officer for investigation and response and ensure that the issues are resolved.
3. Advise complainants and staff managing complaints on all aspects of the complaint process including the conduct of investigations;
4. Monitor the progress of investigations to ensure they are dealt with in a professional and timely manner;
5. Collate details of complaints received analyzing and identifying trends and system improvement opportunities to meet the Company's reporting requirements and to facilitate continuous improvements in our policies and processes;
6. Maintaining a complaints database and reporting on complaints management at an institutional level
7. Advice to the concerned staff who deal with complaints on any improvements required, assessing and providing appropriate referral of complaints to ensure they are dealt with by the most appropriate person/unit;
8. Update the shift reports and ensure accuracy of the reports on a daily basis.
9. Follow up immediately on any reference number issues forwarded by the agents plus ensure that the reference numbers issued during their respective shifts are followed up on time until resolved.
10. Take calls in case all the agents are occupied.
11. Handle escalated concerns (Calls) that fall outside the purview of floor agents.
12. Conduct effective performance evaluations and mentor those with less experience

through formal channels.

13. Responsible for the work quality of all the agents.
14. Motivate agents to achieve high performance.
15. Adherence to Contact Center SOPs and policies of the Bank.
16. Any other task assigned by supervisor and the management.

Areas of contribution {define the key areas of performance measurement}

- ✓ The job holder contributes to bettering Customer Service in the Bank.
- ✓ Quicker complaint redressals.
- ✓ Achievement of CSI.
- ✓ Building image of the company.

Authorities & decision making {define the key authorities implicit to the job but not financial responsibilities}

Follow up all the issues as per the define TAT and initiated to provide reference number to the customers for follow up purpose.

Experience & knowledge required

Qualification: As per announcement criteria.

Experience: As per announcement.

Skills:

- Sound computer knowledge
- Possess an excellent typing skills
- Good written and spoken English
- Calm and patient temperament
- Ability to work and handle a team
- Problem analyzing and solving skills
- Ability to work under pressure
- Warm and friendly personality

Complexity & judgment

Address challenging customers and problems that require escalation outside of the department and putting in place a procedure confirmation of issues being resolved once it is been escalated to respective departments/division be answerable and accountable.

Approvals {signatures in this section denote agreement to the job description}

Designation	Signature	Date
Job Holder		
Immediate supervisor		
Human Resources		