



<https://bestjob.jobsareahub.com/job/idbi-bank-recruitment-2023-online-jobs-customer-service-post/>

IDBI Bank Recruitment 2023 – Online Jobs – Customer Service Post

Hiring organization
IDBI Bank

Job Location

India
Remote work possible

Date posted
July 4, 2023

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Valid through
31.12.2025

Base Salary

Rs. 35,000 - Rs. 44,000

APPLY NOW

Qualifications

Graduate

Employment Type

Full-time

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Description

IDBI Bank Jobs In India

Job Description: IDBI Bank is seeking dedicated and customer-focused individuals to join our team as Customer Service Representatives. As a Customer Service Representative, you will be the primary point of contact for our valued customers, providing excellent service and support. Your ability to empathize, communicate effectively, and resolve customer inquiries will contribute to building strong relationships and ensuring customer satisfaction.

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Job Bank

Responsibilities:

1. Responsibilities:
 1. Act as the first point of contact for customers, addressing their inquiries, concerns, and requests through various channels, including phone, email, and in-person interactions.
 2. Provide accurate and timely information to customers regarding banking products, services, account inquiries, transactions, and policies.
 3. Assist customers in opening new accounts, updating account information, and processing various banking transactions.
 4. Resolve customer complaints or issues promptly and professionally, escalating complex matters to the appropriate department when

- necessary.
5. Educate customers on self-service options, including online banking, mobile banking, and other digital platforms.
 6. Maintain and update customer records accurately, ensuring confidentiality and adherence to data protection regulations.
 7. Proactively identify and recommend products or services that align with customers' financial needs and goals.
 8. Collaborate with internal teams, including branch operations, sales, and credit departments, to ensure seamless customer experience and efficient problem resolution.
 9. Stay updated with changes in banking regulations, products, and services to provide accurate and up-to-date information to customers.
 10. Strive to achieve customer satisfaction targets, maintaining high levels of professionalism, courtesy, and empathy in all interactions.

Skills and Qualifications:

- Bachelor's degree in a relevant field, such as Business Administration, Finance, or Engineering.
- Proven experience in project management, preferably in the banking or financial services industry.
- Strong leadership and team management skills, with the ability to inspire and motivate cross-functional teams.
- Excellent analytical and problem-solving abilities to effectively navigate complex project challenges.
- Proficiency in project management tools and methodologies, with a solid understanding of project life cycles.
- Strong communication and interpersonal skills to effectively engage and influence stakeholders at all levels.
- Detail-oriented with a focus on delivering high-quality results within defined timelines and budgets.

Skills and Qualifications:

1. Bachelor's degree in Business Administration, Finance, or a related field is preferred.
2. Excellent verbal and written communication skills in English and the local language.
3. Strong customer service orientation, with the ability to empathize with customers and address their needs effectively.
4. Good problem-solving skills, with the ability to think quickly and find appropriate resolutions.
5. Basic knowledge of banking products, services, and processes is desirable.
6. Proficiency in using computer applications and banking software.
7. Ability to multitask and manage time effectively in a fast-paced environment.
8. Strong interpersonal skills and the ability to work well within a team.
9. Attention to detail and accuracy in data entry and record maintenance.
10. Patience, resilience, and a positive attitude towards customer interactions.

Experience: Freshers with a passion for customer service and strong communication skills are encouraged to apply. Prior experience in customer service roles or internships is advantageous but not mandatory.

Important Links

Find the Link in [Apply Now](#) Button

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