

Customer Complaint Team (Digital Transformation Division)

Position: Junior Assistant (M/F – 3 Posts)

Job Descriptions

- Serve as the first point of contact for customer complaints related to digital banking products and services via phone, email, and chat.
- Provide accurate information and solutions to common customer queries and issues related to digital platforms.
- Record, track, and categorize customer complaints accurately in the CRM system.
- Assist in investigating and documenting the root causes of complaints under supervision.
- Escalate complex or unresolved issues to the Senior Assistant or Team Lead with detailed notes and relevant information.
- Follow up with customers on open tickets to ensure timely resolution and customer satisfaction.
- Collaborate with internal departments (IT, product teams) to relay customer feedback.
- Adhere strictly to company policies, data privacy, and regulatory requirements.

Responsibilities:

- Bachelor's degree in Business Administration, Communications, Marketing, or related fields.
- 0–1 year of experience in customer service, call center, or complaint handling (fresh graduates are welcome).
- Good verbal and written communication skills (local language and basic English preferred).
- Basic understanding of banking products, digital channels, and customer support practices.
- Strong organizational skills and attention to detail.
- Proficient in Microsoft Office (Excel, Word) and comfortable working with ticketing or CRM systems.
- Empathetic, patient, and customer-oriented with a problem-solving mindset.