



Retail Banking Department, Tanzania. Channels Support Executive

Tanzania, United Republic of

JOB DESCRIPTION

1. Providing quality service to Customers and managing Customer expectations by fully supporting them without boundaries.
2. Responsible in ensuring no queues of unprocessed customers' requests that relates to digital financial services.
3. Ensuring that standard rules, procedures and regulations are observed and adhered to on the day to day activities.
4. Responding to customers on different issues concerning Channels banking service on behalf of the Bank.
5. Responsible for processing settlements between bank and Vendors/Aggregator/MNOs etc.
6. Responsible for handling outstanding items related to customer transactions, charges/payments due to Vendors/Aggregators/MNOs and channels income shared between KCB and Vendor.
7. Responsible for managing registration and activation of customer profiles on digital channels.
8. Keep records of digital channels customers and transactions.
9. Handling of digital channels queries from Branches.
10. Any other duties assigned by superior

JOB INFO

- Job Identification 2874
- Posting Date 07/16/2024, 09:33 AM
- Apply Before 07/24/2024, 09:30 AM
- Degree Level Bachelor's Degree
- Job Schedule Full time
- Locations Ali Hassan Mwinyi/Kaunda Drive Junction, P.O Box 804 Dar Es Salaam, TZ

To Apply, [**CLICK HERE**](#)