



# FINANCE TRUST BANK

## JOB OPPORTUNITY

Finance Trust Bank was licensed as a Tier 1 Commercial Bank on 11th November, 2013, taking over the financial services business of Uganda Finance Trust Limited (MDI). Today Finance Trust Bank is a fully fledged commercial bank serving a clientele of over 400,000 depositors and over 23,000 borrowers, through a network of 35 branches country wide. The bank offers a variety of Products and services including; Savings, Current accounts, Loans, Money transfer services and Bills payments to its target market which comprises of micro, small and medium entrepreneurs, salary earners and youth.

The Bank is seeking to recruit a dynamic, self-motivated, result oriented professional to fill the following positions;

### 1. BANKING ASSISTANT- CALL CENTRE 4 Positions

This position reports to Customer Service Supervisor.

#### Role of the job

Answer incoming calls from customers to take orders, answer inquiries and questions, handle complaints, troubleshoot problems and provide information.

#### Key Result Areas

- Answer calls professionally
- Respond to customer inquiries
- Research required information using available resources
- Handle and resolve customer complaints
- Provide customers with product and service information
- Enter customer information into the system.
- Process orders, forms and applications
- Identify and escalate priority issues
- Route calls to appropriate resource.
- Follow up customer calls where necessary.
- Complete call logs.
- Produce call reports.

#### Minimum qualification requirements ,skills and competencies:

- A Degree or Diploma from a recognized institution
- Past experience in Call Centre work environment is a requirement.
- Knowledge of customer service principles and practices
- Knowledge of call center telephony and technology
- Proficient in relevant computer applications i.e. excellent Microsoft office skills
- Fluency in both spoken and written English is a MUST
- Fluency in more languages is an added advantage
- Excellent communication and interpersonal skills
- Professional and Smart in appearance
- Ability to work under pressure
- Good time management and consciousness
- Good organizational skills
- Good listening skills
- Problem analysis and problem solving skills

For details, please visit our website at [www.financetrust.co.ug](http://www.financetrust.co.ug).

Position carry's an attractive salary and benefits package.

**Applications:**

Suitably qualified candidates should address their application to Head, Human Resource, Finance Trust Bank, Plot 115 & 121, and Katwe. P.O. Box 6972, Kampala, Uganda, and email it, as well as photocopies of academic testimonials, and a CV to [jobs@financetrust.co.ug](mailto:jobs@financetrust.co.ug). The CV should include telephone contacts and email addresses of three referees, one of who should be the most recent employer.

Closing date for submission of applications is **12<sup>th</sup> September, 2020**. Only shortlisted candidates will be contacted on Tel. Numbers **0312 222600 or 0414 341275 ONLY**. **Please note:** As per Bank procedures, **No job offers are made online**.