



FINANCE TRUST BANK

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 500,000 depositors and over 37,000 borrowers, through a network of 34 branches countrywide. 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.

In order to meet the needs of its growing customer base, the company is seeking to recruit dynamic, self-motivated, result oriented professionals to fill the following position.

1. CUSTOMER SERVICE ADVISOR - CALL CENTRE 2 POSITIONS

- The job holder will report to Manager Customer Service and will be stationed at head office.

Role of the Job:

- Answer and receive calls from customers, answer inquiries, handle complaints to resolution, troubleshoot problems, provide information and escalate where necessary.

Key Result Areas:

- Answer calls professionally
- Respond to customer inquiries
- Follow up complaints till resolution
- Handle and resolve customer complaints
- Provide customers with product and service information
- Enter customer information into the system.
- Identify and escalate priority issues
- Route calls to appropriate resource.
- Follow up customer calls where necessary.
- Produce and complete call logs.
- Engage in rigorous customer onboarding processes.

Minimum educational and technical competence requirements:

- A minimum diploma from a recognized institution
- A university degree is an added advantage
- 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
- Social media management training an added advantage
- Fluency in both spoken and written English is a MUST
- Fluency in more languages is an added advantage
- Excellent communication and interpersonal skills
- Excellent social media management skills is a MUST
- Problem analysis and problem-solving skills
- Good time management and consciousness
- Good organizational skills
- Good listening skills
- Professional and Smart in appearance
- Ability to work under pressure and with little supervision

Applications:

Suitably qualified candidates should address their application to Head, Human Resource, Finance Trust Bank, Plot 115 & 121, Katwe. P.O. Box 6972, Kampala, Uganda, and email it to jobs@financetrust.co.ug. As well, as photocopies of academic testimonials, and a CV. 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 the applications is **31st July 2024**. *Only shortlisted candidates will be contacted directly on Tel. Numbers 0312 222600 ONLY.*

Please note that in line with the Bank procedures, no job offers are made online.