

## **Contact Center Agent**

This position is responsible for meeting bank's customer service objectives, fulfilling customers' requests for services provided by Contact Center including Telemarketing, SMS, email, other channel activity; follow-up customers' inquiries, demands, online applications, complaints, and delegate and / or cooperate with other relevant units per each product / service. Perform the targeted campaigns to promote bank products and services to increase penetration and usage. Contact new potential clients and present the accurate image of the bank as well as the services offered.

### **Main responsibilities:**

- Responsible for covering a 24x7 service for RBAL customers, works in shifts;
- Manages customers inquiries for inbound and outbound activity in different communication channels (Telemarketing, email, SMS, chat, etc.)
- Initiates and answer to customers inquiries / demands by meeting targets and key performance indicators (e.g.: answer within a predefined response time, without delay in picking up the phone / ringing time, etc. for Phone Calls);
- Offers qualitative service and correct information on all bank products and services (liabilities, cards, POS, Digital Banking, etc.);
- Informs, sells and cross sells by giving the best and the strongest point of the product to the customer;

### **Competencies / Skills:**

- University Degree in Business, Business informatics or related fields.
- Previous relevant experience is an advantage.
- Excellent communication skills; Persuasive, open and flowing style of communication.
- Strong marketing and sales skills to lead the customer toward the bank's product and services;
- Focused on building and maintaining good relationships with external and internal clients.
- Fluent in English;
- Good knowledge of Microsoft package programs.

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The interested candidates can apply in **[recruitment.hr@raiffeisen.al](mailto:recruitment.hr@raiffeisen.al)**

**Only the candidates selected for the interview shall be informed.**