

Customer Care Representatives/Tellers/Inputters

Description

professionals responsible for handling inquiries, complaints, and support requests from customers. They serve as the face and voice of the company, ensuring customer satisfaction and building long-term relationships.

Responsibilities

Customer Service & Inquiry Handling

- Respond to customer inquiries via phone, email, one-on-one interactions, etc.
- Provide information about banking products, services, policies, and procedures.
- Maintain a professional and positive attitude while assisting customers.

Cash Handling & Telling Functions

- Process deposits, withdrawals, transfers, and payments accurately and efficiently.
- Handle cash transactions, verify amounts, and ensure accurate record-keeping.
- Reconcile daily transactions and balance cash drawers at the end of day.
- Issue cheques, drafts, and other banking instruments.

Issue Resolution & Technical Support

- Identify counterfeit notes and report suspicious transactions in compliance with regulatory guidelines.
- Resolve customer complaints promptly, ensuring a positive experience.
- Investigate discrepancies, identify root causes, and implement solutions.
- Assist customers with online and mobile banking issues, troubleshooting as needed.

Request & Transaction Processing

- Facilitate account opening, loan applications, and card issuance.
- Assist with order placements, transaction tracking, and processing.

Customer Education & Cross-Selling

- Educate customers on product features and benefits.
- Promote additional banking products and services, such as loans, savings plans, and investment options.
- Recommend upgrades or complementary financial solutions to meet customer needs.

Records Management & Compliance

- Update and maintain accurate customer records in the banking database.

Hiring organization

Lington & Bernie Consulting Ltd

Employment Type

Full-time

Job Location

9A Omo Osagie, Ikoyi, Lagos State, Nigeria

Date posted

July 23, 2025

- Document customer interactions, feedback, and resolutions.
- Adhere to banking regulations, anti-money laundering (AML) policies, and data protection guidelines.

Collaboration & Performance Metrics

- Work closely with other departments to ensure smooth issue resolution.
- Meet service metrics such as response time, resolution rate, and customer satisfaction scores.
- Contribute to process improvement initiatives and provide customer feedback to enhance services.

Continuous Improvement & Customer Experience

- Stay updated on banking policies, industry trends, and new financial products.
- Strive to exceed customer expectations and build long-term relationships.
- Ensure an empathetic and customer-focused approach in all interactions.

Qualifications

Candidates should possess an B.Sc. qualification.

Candidate must not be above 28 years of age.

Must be Fluent in English.

Must have a good team spirit and be willing to learn.

Must be able to contribute positively to their team.

Job Benefits

- Good salary package
- HMO
- Robust Allowances and incentives.
- and other attractive benefits