

Strong knowledge of banking products, services, and regulations Excellent communication and interpersonal skills Ability to multitask and prioritize in a fast-paced environment Detail-oriented with a focus on accuracy and compliance Advanced proficiency in Microsoft Office Suite and banking software Problem-solving and decision-making Teamwork Self-motivated Hardworking Data entry Customer relations Time management Public relations Report generation Customer service Microsoft Office Office administration Office management Answering incoming calls Problem resolution Payment processing Prioritisation and time management Customer experience Customer support management First class customer service Customer service and retention strategies Customer needs analysis Microsoft Office Suite Customer success management Account management