

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