

CAREER OPPORTUNITIES



SBM is a leading financial services group in Mauritius, with a growing presence in the region, namely in Kenya, India and Madagascar. We serve a client base of more than 875,000, across the corporate, retail and high net worth segments and we provide adapted financial solutions supported by multi-channel capabilities within a universal banking model. The strategy of the Group revolves around modernisation and diversification of its offering, expansion of its markets, enhancement of capabilities prominently with respect to human capital, and effective risk management.

Our employees – currently more than 2,500 across the Group – are at the heart of our growth strategy. In our quest to be the employer of choice, we are laying increasing emphasis on developing and nurturing talent. SBM aims to become a reference in creating talent for a smarter tomorrow.

Open your door to success by joining us in the following challenging position:

Service Quality Assurance Officer

Job Purpose:

Reporting to the Head of Service Excellence, the Quality Assurance Officer would be responsible to ensure that quality management and assurance initiatives are embedded across all lines of business.

Key Responsibilities:

- Work in collaboration with stakeholders to implement and continuously improve service quality to enhance customer experience
- Identify and track defects across Customer Journeys
- Continuous monitoring of TAT through problem-solving techniques to live up to our brand promise
- Assist in developing tools for Service and Quality KPIs based on qualitative and quantitative data
- Team up with the Complaints Cell for Root cause analysis to enhance service and operational efficiency
- Assist in developing methodologies to celebrate quality awards
- Perform quality audits and propose corrective measures
- Perform after sales feedback calls/surveys
- Assist in submission of business case for Customer Service Excellence, including business impact, budget, investment requirements amongst others
- Assist in the development of necessary capabilities to instill and sustain quality culture in the organisation
- Work cross-functionally with all business stakeholders to effect change via people, policy and/or system changes with the end-customer in mind

Qualifications, Experience & Skills:

- At least Degree in Management or any other relevant field
- A minimum of 2 years' experience in a related field
- Knowledge of TQM tools would be an advantage
- Excellent organisational and communication (oral, written, presentation and facilitation) skills with ability to interact with all levels
- Strong problem solving, be a strategic thinker and ability to simplify the complex
- A positive, constructive can-do attitude
- Ability to negotiate, influence and build credibility with internal teams
- Excellent facilitator with ability to align different functions towards a common goal
- Ability to work both independently and collaboratively

If you believe in taking new challenges with the right mindset, please refer to our website for full details and complete our online application form on www.sbmgroup.mu/vacancies or send your CV to careers@sbmgroup.mu, by Monday, 2nd September 2019.

We thank you for your interest and invite you to grow with us.

Kindly note:

All applications will be dealt with in strict confidence.

Please favour online application.

The Group reserves the right to call only the best candidates for interview OR to consider applications from candidates not meeting the above qualification criteria but having compensating experience in the field OR not to fill this position following this advertisement.

SBM is an equal opportunity employer.

One step in the right direction and a giant leap for your career.