

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:

Contact Centre Agent

Job Purpose:

Reporting to the Contact Centre Lead, the Contact Centre Agent will be called upon to provide first assistance to internal and external clients' queries, in view of providing excellent customer service as per set internal guidelines and Banking regulations so as to generate positive feedbacks, retain customers and maintain the reputation of the Bank.

Key Responsibilities:

- Handling complaints/issues/queries of internal and external customers in order to provide high quality service
- Attending to internal and external customers' mails and chats in order to provide better assistance to their queries
- Providing customers with product and service information to meet their requests
- Identifying and escalating issues where appropriate to ensure proper service is delivered to the customers
- Ensuring the follow up of customers' queries

Qualifications, Experience & Skills:

Qualifications, Skills & Knowledge

- Diploma in Communication/Management
- At least 1 year of relevant experience
- Knowledge of Contact Center telephony and technology will be an advantage
- Fluent in English and French, both verbal and written
- Proficient in related computer applications
- Ability to work under shift system
- Good interpersonal skills
- Highly committed towards customer service
- Knowledge of customer service principles and practices
- Good listening and problem solving skills, focusing on respect and integrity
- Ability to handle difficult customers

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 by Wednesday, 08th December 2021.

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 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.