



POSITION	Call center specialist
TERM	Full time (Night shift)
LOCATION	Yerevan, RA
START DATE/TIME	As soon as possible
APPLICATION DEADLINE	12/12/2022
DURATION	Permanent with 3 months of probation period

IDBank is looking for an experienced, motivated and skilled candidate for the position of Call center specialist to fulfil the abovementioned responsibilities in the evening and night shift hours.

#### **JOB RESPONSIBILITIES**

- Handling of incoming calls,
- Making outgoing calls,
- Performing transactions,
- Accepting card applications,
- Providing support to clients using the Bank's remote services,
- Serving clients through remote telecommunication channels of the Bank,
- Implementation of sales through telecommunication channels,
- Implementation and control of quick money transfers,
- Implementation of other works related to the Call center.

#### **REQUIRED QUALIFICATIONS**

- Higher education (student of higher educational institutions will also be considered),
- Availability of relevant work experience will be a plus,
- Knowledge of Russian, English languages,
- Knowledge of computer,
- Communication and team-working skills,
- Negotiation and problem-solving skills,
- Punctuality and sense of responsibility,
- Ability to work in different situations and quick orientation,
- Organizational skills.

#### **ADDITIONAL INFORMATION**

After successful completion of the probation period, the Bank offers its employees a wide range of privileges, particularly, a comprehensive medical insurance package, a comprehensive bonus plan, a corporate package for sports club services, banking services on preferential terms, etc.

#### **APPLICATION PROCEDURES**

All interested candidates who meet the requirements above and are confident that their background and experience qualifies them for this position, should send filled in application form attached to this announcement to: [hr@idbank.am](mailto:hr@idbank.am) mentioning the position applying for in the subject line of the e-mail. Only short-listed candidates will be contacted.

## ABOUT THE COMPANY

"ID Bank" CJSC was founded in 1990 as "Anelik Bank" Limited Liability Company and was renamed to "ID Bank" CJSC since 04.06.2018.

The Bank's mission is to be the first choice Bank for the customers as the best innovative Bank providing the customers with personalized unique digital solutions.

To learn more about the Bank, please visit: <https://www.idbank.am/> .