

POSITION	Consultant
TERM	Full time
LOCATION	Abovyan
START DATE/TIME	As soon as possible
OPENING DATE	27/09/2023
APPLICATION DEADLINE	16/10/2023
DURATION	Permanent with 3 months of probation period

"ID Bank" CJSC is looking for motivated and skilled candidate for the position of Consultant to fulfil the responsibilities listed below.

#### **JOB RESPONSIBILITIES**

- Identifying the needs of clients visiting the Bank;
- Providing relevant advice / information on the Bank's services and products to the Clients;
- Consulting clients on ATMs and payment terminals;
- Acceptance of new, reissued or confiscated plastic cards, providing them to customers;
- Providing customers with relevant information on their accounts and other services servicing;
- Acceptance of applications from customers related to Bank services, ensuring the process;
- Complete clarification and resolution of issues voiced and tasks raised by clients, quick response to present problems, and providing feedback;
- Accepting of complaints and suggestions, filed by customers, ensuring further process, providing feedback.

#### **REQUIRED QUALIFICATIONS**

- Higher Education;
- Work experience in the relevant field will be considered as a privilege;
- Knowledge of computer programs /MS Office/;
- Knowledge of Armenian and Russian;
- Effective customer service skills;
- Communication and teamwork skills;
- Proper job organization and time management skills;
- Ability to negotiate and resolve issues quickly and effectively;
- Ability to perform multiple tasks simultaneously;
- Punctuality and sense of responsibility,
- Knowledge of business ethics norms and their application.

#### **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**

"IDBank" CJSC was founded in 1990 as "Anelik Bank" Limited Liability Company and was rebranded to "IDBank" 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/>.