



POSITION	Head of Customer Service Unit , "Vardanants" branch
TERM	Full time
LOCATION	Yerevan, RA
START DATE	ASAP
OPENING DATE	01/07/2024թ.
APPLICATION DEADLINE	31/07/2024թ.
DURATION	Indefinite with a three-month probation period

"ID Bank" CJSC is looking for an accomplished and motivated candidate for the position of Head of Customer Service Unit, who will perform the responsibilities listed below:

JOB RESPONSIBILITIES

- Exercise control over the management of client accounts
- Verify client data imported into the LS program
- Check and verify transactions implemented by employees of the branch in cases and within the limits established by internal legal acts
- Provide control over the collection of fees and other payments established by the internal legal acts of the Bank
- Exercise control over the provision of references, statements, copies of payment documents and other documents to clients established by the Bank's internal legal acts
- Assist clients in activating bank cards, synchronization with mobile applications
- Provide clients with relevant advice/information about the services offered by the Bank
- Provide sale of services and products provided by the Bank
- Perform other functions as established by the Bank's internal legal acts
- Comply with and exercise control over the implementation of requirements stipulated by the Bank's internal legal acts
- Provide targeted use of the property entrusted by the Bank exclusively for work-related purposes
- Assume responsibility for disclosure of information constituting a banking or commercial secret in accordance with the procedure established by the legislation of the Republic of Armenia
- Comply with the internal code of conduct and business ethics of the Bank, as well as standards of professional appearance of employees, provide correct and timely execution of the management instructions.

REQUIRED QUALIFICATIONS

- Higher education
- At least 5 years of experience in the banking system
- Experience working with cash
- Knowledge of banknotes
- Knowledge of RA banking legislation
- Computer literacy
- Excellent knowledge of Armenian, Russian, and English languages
- Leadership skills
- Decision-making ability
- Self-organization and time management skills
- Excellent interpersonal and problem-solving skills
- Communication and negotiation skills
- Sales skills
- Ability to work in organized manner and adapt quickly to a fast-paced work environment
- Attention to detail, multitasking
- Effective teamwork ability
- Knowledge and commitment to business ethics

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 mentioning the position applying for in the subject line of the e-mail. Only short-listed candidates will be contacted.

ABOUT 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 clients as the best innovative Bank providing the clients with personalized unique digital solutions. To learn more about the Bank, please visit: <https://www.idbank.am/>