



TITLE	Information Group Specialist, Call Center
WORK SCHEDULE	Flexible work shchedule (non-work days are distributed accordingly)
LOCATION	Yerevan, RA
START DATE	ASAP
OPENING DATE	December 01, 2022
APPLICATION DEADLINE	December 12, 2022
DURATION	Permanent, with a 3-month probation period

JOB DESCRIPTION

“ID Bank” CJSC is looking for a motivated and skilled candidate to fill the position of the Information Group Specialist at the Call Center, who will perform the below listed responsibilities:

JOB RESPONSIBILITIES

- Provide technical support to customers using remote banking system in Russian;
- Answer incoming calls in Russian;
- Make outgoing calls in Russian;
- Implement written communication with foreign customers of the Bank;
- Provide customers with comprehensive information about banking services;
- Identify customer issues and come up with relevant solutions;
- Ensure compliance with the indicators defined by the Bank regarding incoming calls and written communication;
- Perform other duties related to the Contact Center.

REQUIRED QUALIFICATIONS

- Higher education (university students will be considered for the position as well)
- Excellent knowledge of Russian and English languages
- Suitable experience in this field would be an advantage
- Computer skills
- Communication skills and teamwork ability
- Negotiation and problem solving skills
- Punctuality and sense of responsibility
- Sensitivity and ability to work in a fast paced environment
- 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 qualify them for this position, should send the filled-in application form attached to this announcement to: hr@idbank.am mentioning the position applied 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 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/>