



Bandhan Bank

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Bandhan Bank Careers – Job Change – Job Search For Help Desk

Job Location

India

Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

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Base Salary

USD 12 - USD 24

Qualifications

Graduate, Post Graduate

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Employment Type

Full-time

Description

Bandhan Bank Recruitment 2024

Are you passionate about providing exceptional customer service and helping people achieve their financial goals? Do you thrive in a fast-paced environment and enjoy tackling challenges with a positive attitude? If so, then a career as a Help Desk Specialist at Bandhan Bank could be the perfect opportunity for you!

Bandhan Bank Jobs Near Me

Bandhan Bank is a leading financial institution in India, committed to empowering communities and promoting financial inclusion. We're looking for talented individuals to join our growing team and play a vital role in delivering exceptional service to our customers.

Summary

As a Help Desk Specialist at Bandhan Bank, you'll be the first point of contact for our valued customers, providing prompt and accurate support for a wide range of inquiries. You'll play a key role in troubleshooting technical issues, resolving account-related problems, and ensuring a seamless banking experience for all.

This position offers an exciting opportunity to develop your technical and customer service skills while making a real difference in the lives of others.

Hiring organization

Bandhan Bank

Date posted

March 21, 2024

Valid through

31.12.2024

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Key Responsibilities:

- Answer customer inquiries via phone, email, and chat in a professional, courteous, and timely manner.
- Diagnose and troubleshoot technical issues related to online banking, mobile banking, and other bank services.
- Research and provide accurate information on account balances, transactions, products, and services.
- Escalate complex issues to the appropriate team for further resolution.
- Maintain detailed records of customer interactions and ensure all inquiries are handled efficiently.
- Proactively identify trends and recommend improvements to enhance the customer experience.
- Adhere to all bank policies and procedures to ensure data security and regulatory compliance.

Required Skills and Qualifications:

- Excellent communication and interpersonal skills, with the ability to build rapport with customers.
- Strong problem-solving and analytical skills to diagnose and resolve complex issues.
- Proficient in computer skills, including a strong understanding of Microsoft Office Suite and internet navigation.
- Ability to work independently and prioritize tasks effectively in a fast-paced environment.
- Excellent written and verbal communication skills in English.

Experience:

- This position is open to both freshers and experienced candidates.
- Freshers with a strong academic background, excellent communication skills, and a willingness to learn are encouraged to apply.
- Prior experience in customer service, banking, or a related field is a plus.

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Why Join Bandhan Bank?

Bandhan Bank offers a dynamic and rewarding work environment where you can

make a real difference in people's lives. We provide our employees with:

- Competitive salary and benefits package
- Opportunities for professional development and growth
- A positive and supportive work environment
- A chance to be part of a growing and innovative organization
- The satisfaction of helping people achieve their financial goals

At Bandhan Bank, we believe in investing in our people. We offer comprehensive training programs to help you develop the skills and knowledge you need to succeed. You'll also have the opportunity to work with a team of talented and experienced professionals who are passionate about providing exceptional customer service.

Application Process:

To apply for this position, please submit your resume and cover letter online. In your cover letter, please highlight your relevant skills and experience, and explain why you're interested in joining Bandhan Bank.

Join Us and Make a Difference!

Are you ready to embark on a rewarding career with a leading financial institution? If so, we encourage you to apply today! We look forward to hearing from you.

General Overview

As a Help Desk Specialist at Bandhan Bank, you'll play a critical role in ensuring our customers have a positive banking experience. You'll be the voice of Bandhan Bank, providing essential support and helping customers navigate our products and services with confidence. This position offers a unique opportunity to combine your technical skills with your passion for customer service, all while working for a company that is committed to financial inclusion and making a positive impact on society.

We look forward to receiving your application!

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