



Bandhan Bank

<https://jobable.govhelp.in/job/bandhan-bank-recruitment-2024-job-change-customer-support-analyst-post/>

Bandhan Bank Recruitment 2024 – Job Change – Customer Support Analyst Post

Hiring organization
Bandhan Bank

Job Location

India
Remote work from: IND

Date posted
December 29, 2023

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Valid through
31.08.2024

Base Salary

USD 11,500 - USD 18,500

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Qualifications

Graduate, 12th

Employment Type

Full-time

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Description

Bandhan Bank Recruitment 2024

As our Customer Support Analyst, you'll be the first line of support for Bandhan Bank's valued customers, ensuring their experience is positive, informative, and leaves them feeling empowered. From patiently listening to their concerns and queries to providing accurate and timely information about our products and services, you'll wear many hats, becoming the architect of customer satisfaction and a vital contributor to Bandhan Bank's continued success in supporting financial inclusion across India.

Bandhan Bank Careers

Responsibilities:

- Answer inbound calls, emails, and chats from customers, actively listening to their concerns and gathering information effectively.
- Provide accurate and detailed information about Bandhan Bank's products, services, policies, and procedures.
- Troubleshoot customer issues, identify root causes, and offer personalized solutions to resolve their concerns promptly and efficiently.
- Maintain detailed records of customer interactions and ensure accurate documentation of resolved issues.
- Escalate complex issues to internal teams when necessary, ensuring seamless follow-up and resolution.
- Analyze customer feedback and identify opportunities for improvement in product offerings and service delivery.

- Adhere to strict data privacy and security protocols, maintaining the confidentiality of customer information.
- Stay up-to-date on Bandhan Bank's policies and procedures, as well as relevant financial regulations.

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Bandhan Bank Jobs near me

Skills:

- Minimum Bachelor's degree in any discipline (experience in customer service or banking is a plus!).
- Excellent communication and interpersonal skills, adept at building rapport, actively listening, and conveying information clearly and concisely.
- Strong analytical and problem-solving skills, able to identify the core of customer issues and develop effective solutions.
- Proficiency in computer applications (Microsoft Office Suite) and communication platforms.
- A patient and empathetic demeanor with a genuine desire to help people and make a positive impact.
- The ability to work independently and as part of a team in a fast-paced environment.
- A positive and proactive attitude with a strong work ethic and a hunger for

Important Links

Find the Link in [Apply Now](#) Button

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