

Kotak Bank Careers 2023 – 2+ Years Exp – Bank Jobs – Free Job Alert – Call Center Representative Posts

Hiring organization
Kotak Mahindra Bank

Job Location

India
Remote work possible

Date posted
May 18, 2023

Valid through
31.12.2023

Base Salary

USD 16,000 - USD 21,000

APPLY NOW

Qualifications

Graduate

Employment Type

Full-time

Experience

2+ Years Experience Required

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Description

Kotak Mahindra Bank Recruitment 2023

Kotak Mahindra Bank, a leading financial institution, is seeking dedicated and customer-focused individuals to join our team as Call Center Representatives. As a Call Center Representative, you will be the first point of contact for our customers, providing exceptional service and resolving their inquiries or concerns. Your strong communication skills, problem-solving abilities, and commitment to delivering an outstanding customer experience will contribute to the success of our call center operations.

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Kotak Mahindra Bank Jobs Near Me

Responsibilities:

1. Customer Service: Handle inbound and outbound calls from customers, providing prompt and accurate information regarding banking products, services, and account-related queries. Assist customers in resolving issues, complaints, and requests in a professional and courteous manner. Ensure high customer satisfaction by delivering exceptional service.
2. Problem Resolution: Listen attentively to customer inquiries and issues, identify their needs, and provide appropriate solutions or escalate complex cases to the relevant departments. Troubleshoot technical issues related to banking services and guide customers through the resolution process. Maintain accurate and detailed records of customer interactions and

transactions.

3. **Product Knowledge:** Stay updated on the bank's products, services, policies, and procedures. Provide accurate information to customers regarding account opening, loan applications, interest rates, credit cards, and other banking-related queries. Educate customers about new products or promotions and identify opportunities to cross-sell or upsell relevant products.

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Kotak Mahindra Bank Careers

Requirements:

1. **Excellent Communication Skills:** Strong verbal and written communication skills in English and proficiency in local languages. Ability to articulate information clearly, confidently, and professionally. Active listening skills to understand customer inquiries and concerns effectively.
2. **Customer Focus:** Customer-centric approach with a passion for delivering exceptional service. Empathy and patience to handle customer complaints and difficult situations. Ability to build rapport, handle irate customers, and de-escalate conflicts. Strong problem-solving skills to provide appropriate resolutions.
3. **Multitasking and Time Management:** Ability to handle multiple tasks simultaneously while maintaining attention to detail and accuracy. Strong organizational skills to prioritize and manage workload efficiently. Adaptable to working in a fast-paced environment and meeting performance metrics.

Important Links

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

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