

## Kotak Bank Recruitment 2023 – 2+ Years Exp – Bank Jobs – Help Desk Posts

**Hiring organization**  
Kotak Mahindra Bank

### Job Location

India  
Remote work from: India

**Date posted**  
May 15, 2023

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**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

Join Kotak Mahindra Bank as a Help Desk Associate and play a crucial role in delivering exceptional support to our valued customers. As a Help Desk Associate, you will be the first point of contact for customers, assisting them with their banking needs, addressing their concerns, and ensuring a seamless banking experience. If you are a customer-centric individual with excellent communication skills and a desire to make a positive impact, we invite you to be part of our team.

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#### Kotak Mahindra Bank Jobs Near Me

#### Responsibilities:

1. Customer Assistance: Serve as the primary point of contact for customers, providing prompt and courteous assistance via various channels such as phone, email, or chat. Address customer queries, concerns, and requests related to banking products, services, transactions, and account information. Ensure accurate and timely resolution of customer issues, aiming to exceed customer expectations.
2. Problem Resolution: Listen attentively to customer concerns, identify the root cause of the problem, and provide effective solutions. Troubleshoot technical issues, navigate banking systems, and guide customers through various banking processes. Escalate complex issues to the appropriate teams while keeping customers informed about the progress.
3. Service Excellence: Demonstrate a customer-centric approach by delivering

personalized service and creating positive customer experiences. Build strong relationships with customers by actively listening, empathizing, and providing tailored solutions. Strive to meet or exceed service level agreements and key performance indicators to ensure high customer satisfaction.

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#### **Kotak Mahindra Bank Careers**

#### **Requirements:**

1. **Customer Service:** Excellent interpersonal and communication skills, both verbal and written, to engage with customers professionally and empathetically. Ability to actively listen, understand customer needs, and provide accurate information and solutions. Patience and composure to handle challenging situations with professionalism.
2. **Banking Knowledge:** Familiarity with banking products, services, and processes. Understanding of basic financial concepts, account management, and banking regulations. Ability to quickly learn and adapt to changes in banking policies and procedures.
3. **Problem-Solving:** Strong problem-solving and analytical skills to assess customer issues, identify underlying problems, and offer effective solutions. Capacity to think critically, prioritize tasks, and make informed decisions. Proficiency in using relevant tools and systems to retrieve and analyze customer information.

#### **Important Links**

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

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