

Kotak Bank Careers 2023 – Bank Jobs – Help Desk Posts

Hiring organization
Kotak Mahindra Bank

Job Location

India
Remote work from: Brazil

Date posted
June 1, 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

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Description

Kotak Mahindra Bank Recruitment 2023

As a Help Desk representative at Kotak Mahindra Bank, you will be the first point of contact for our customers, providing them with exceptional service and support. Your friendly demeanor, problem-solving skills, and ability to communicate effectively will ensure that customer inquiries and issues are addressed promptly and satisfactorily.

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Kotak Mahindra Bank Jobs Near Me

Responsibilities:

1. Customer Support: Serve as the primary point of contact for customers, addressing their queries, requests, and concerns through various channels such as phone calls, emails, and chat. Provide accurate and timely information regarding banking products, services, policies, and procedures. Assist customers in resolving issues related to their accounts, transactions, and online banking.
2. Problem Resolution: Troubleshoot and resolve customer problems, escalating complex issues to appropriate teams when necessary. Ensure that customer complaints and feedback are appropriately documented and followed up for resolution. Take ownership of customer issues and proactively seek solutions to enhance their banking experience.
3. Relationship Building: Build strong customer relationships by understanding their needs, preferences, and financial goals. Identify opportunities to cross-sell and promote bank products and services to customers, contributing to the growth of the business. Foster a positive and professional image of the bank through courteous and helpful interactions with customers.

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Kotak Mahindra Bank Careers

Requirements:

1. **Customer Service Skills:** Excellent customer service skills, including active listening, empathy, and patience. The ability to effectively communicate with customers, understand their needs and provide appropriate solutions in a courteous and professional manner.
 2. **Problem-Solving Skills:** Strong problem-solving and critical-thinking skills to analyze customer issues, identify root causes, and propose effective solutions. The ability to handle challenging situations calmly and find resolutions that meet both customer and bank requirements.
 3. **Communication Skills:** Clear and effective verbal and written communication skills to interact with customers and colleagues. Proficiency in multiple languages can be an advantage, considering the diverse customer base.
- Basic computer skills and familiarity with banking software and systems are

Important Links

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

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