

Job Title:	Contact Centre Manager	Reports to:	Head of Distribution
Unit:	Head Office	Department:	Retail & Consumer Banking
Grade:		Date:	
Job Holder:		Supervisor:	
Signature		Signature:	

Job Purpose Statement
<p>To manage all contact centre services through providing first contact services to deliver an overall end-to-end experience to CIB customers. In addition, to develop service quality standards in order to cater for inbound and outbound models and serve various business lines and segments and to lead process improvement initiatives and provision of customer centric support in order to maintain high customer satisfaction and support decision making with the required information and analysis.</p>
Key Accountabilities
<p>1. Contact Centre Management</p> <ul style="list-style-type: none"> Identify and evaluate processing systems, define user requirements, establish technical specifications for productivity, quality and customer service standards to ensure effective and standard service provision. Manage the day-day activities, call trends and performance indicators of the Contact Centre to ensure smooth workflow of operations. Establish First Call Resolution (FCR) service delegation at the back end to cover Social Media interactions, inquiries, complaints and requests to provide customers with outstanding service. Monitor and analyse performance metrics report in order to provide appropriate constructive feedback, maintain high service levels, and generate productivity efficiency. Utilize sound judgment in escalating organizational concerns to Senior Management to support decision-making. Monitor and complete quality reviews to ensure representatives are creating the expected customer experience through following business expectations, scripts, and best practice. Handle challenging customer complaints or inquiries and ensure customer requests are implemented as per the set Turnaround time (TAT) to maintain high levels of customer satisfaction. Roll out cross-functional projects for process improvement and quality enhancement. Conduct periodic forecasting and analysis of the call trends to ensure adequate capacity is availed across the hour. Offload calls to the digital channels to increase optimization and reduce cost/headcount. Work closely with the different business stakeholders to ensure alignment on the different processes/products. Manage and support the business expansion plan / trouble shooting and project enhancement in coordination with all stake holders / parties. Reception and mailbag handling for entire bank <p>2. Strategy</p> <ul style="list-style-type: none"> Participate in the formulation and implementation of the Contact Centre strategy to ensure the alignment with CIB strategy.

3. Policies, Processes and Procedures

- Participate and recommend improvements to policies, processes and procedures and manage their implementation to ensure all relevant procedural / legislative requirements are fulfilled.

4. Day -to-day Management

- Supervise the day-to-day operations of Contact Centre providing some guidance in the related area, encouraging teamwork and facilitating related professional work processes in order to achieve high performance standards

5. People Management

- Supervise the contact centre activities processing and work of subordinates to ensure that all work within a specific area is carried out in an efficient manner and in compliance with the set policies, processes and procedures.

6. Compliance

- Ensure compliance and control function with all relevant CBK regulations, banking laws, AML regulations and internal CIB policies and code of conduct in order to maintain CIB's sound legal position and mitigate any potential risks.

Our Values

Customers First

- We listen proactively to our customers to understand their needs and expectations.
- We integrate the voice of the customers in new product and service developments.
- We go the extra mile when serving our customers.
- We optimize our processes to deliver highest value and a seamless experience to our customers.
- We measure and benchmark customer engagement KPIs and integrate them in our leadership evaluation.

Lead The Market

- We strive to offer the best products and highest quality service.
- We aim to invest further to strengthen and enhance our market position.
- We provide an environment to our employees where everyone can give their absolute best.
- We train and equip our employees to be best prepared for a constantly evolving financial service market.
- We are a role model in implementing national initiatives and regulatory guidelines.

Agility

- We embrace a changing market environment and respond decisively and swiftly.
- We release new products and pilots quickly to test and optimize them in a real environment.
- We are open to try new things, but rigorous in evaluating its success and happy to accept mistakes.
- We collaborate proactively within cross-functional teams and limit vertical hierarchies to a minimum.
- We leverage technology to support, facilitate and automate our processes and time to market.

Integrity

- We hold ourselves accountable to a higher standard of responsibility.
- We are doing the right things, even if it is commercially less attractive.
- We communicate clearly what we can deliver and keep our word.
- We do things right and create solutions that work.
- We fully comply with all regulatory and compliance standards and apply zero tolerance to misconduct.

Job Specification

Professional Qualifications & Experience

- Bachelor's degree of Commerce, Business Administration, Accounting, or its equivalent
- Minimum of 5 years of experience in customer service and call center management

Personal Attributes & Skills

- Excellent command of English and Kiswahili languages
- Leadership and management skills
- Customer orientation skills
- Planning and organizing skills
- Analytical Skills
- Communication skills

Reporting Relationships: jobs that report to this position directly and indirectly

Direct Reports	Contact Centre Agents
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Stakeholders: key stakeholders that the position holder will need to liaise/work with to be successful in this role.

Internal	All bank's departments
External	Retail and Corporate customers.

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make (Indicate if it is Operational, Managerial or Strategic)

- Any others as will be through written delegation from the unit head.