

Head of Customer Service

Description

Deskripsi Pekerjaan

- Develop and implement strategy for the customer service department in alignment with the company's overall objectives.
- Oversee day-to-day operations of the customer service department, ensuring timely response to customer issues and effective resolution.
- Create and implement customer service procedures, policies, and standards to optimize operational efficiency.
- Set and monitor customer satisfaction goals, collaborating with the team to consistently meet and exceed targets.
- Implement and refine key performance indicators (KPIs) to assess and improve overall service quality.
- Spearhead the creation, development, and implementation of an effective customer loyalty program to enhance customer retention and engagement.
- Analyze service statistics and prepare comprehensive reports, providing insights into customer trends, issues, and opportunities for improvement.
- Lead the recruitment, training, and development of the customer service team, ensuring a high level of expertise and professionalism.
- Manage the approved budget of the customer service department, optimizing resource allocation for maximum efficiency and effectiveness.

Requirements :

- Bachelor Degree from Communications or related majors.
- 5 years of proven solid experience as Customer Service Manager from Banking / Financial Services Industry.
- Proficient in using Customer Service system such as CiCare, etc.
- Required language: Bahasa Indonesia & English.
- Required skills: Excellent verbal and written communications, problem solver, good leadership.
- Required Microsoft skill: Excel, Power Point, Word.
- Willing to commute from Head Office at SCBD area to Operational Office at Bintaro Raya.

Contacts

Tentang Perusahaan

Hiring organization

PT Finture Tech Indonesia

Employment Type

Job Location

Jakarta, Jakarta, Daerah Khusus
Ibukota Jakarta, Indonesia

Base Salary

7000000

Date posted

9 November 2023

Valid through

31.01.2024

About Finture : Finture is a USD fund invested fintech start-up company. We provided the unique Neobanking business to our individual user _The YUP Card (Paylater Card) . As a member of AFTECH, Finture has a close partnership with major banks and financial institutions in Indonesia including BNI, BSS, VISA, GPN?