

Full-time Personal Banker vacancies at Standard Bank

Full-time Personal Banker vacancies at Standard Bank

Deadline: Ongoing / Not specified

Location: South Africa

Full-time Personal Banker vacancies at Standard Bank

Standard Bank is recruiting and accepting applications for Full-time Personal Banker vacancies.

Purpose: To operate as the first point of contact and provide an exceptional level of service to International Personal Banking (IPB) clients through a number of channels (Phone, e-mail & face to face) within the team, offering financial solutions to clients within defined parameters and governance processes.

Always operate with a mindset on client centricity and continuous improvement.

Type of Qualification: Secondary/High school/A levels/Matric

Experience Required

Client Coverage

- Personal and Private Banking
- 1-2 years
- Ideally has experience in either a similar Banking/Financial role or has a strong level of customer service experience

Outputs:

- Act as the first point of client contact for any notice to close instructions, and interact with the BCU to resolve posting restriction issues.
- Act as the point of referral for more complex BCU related queries, handing off the interactions relating to deceased clients and fraud.
- Adopt a positive attitude to change and be part of the team's engagement to ensure a positive adoption of change related project outputs.
- Build relationships with IPB customers by understanding the customer and servicing the customer needs appropriately.
- Engage proactively with other departments, keeping up to date with professional reading, completing internal training requirements, attending lunch and learn sessions and pro-actively understanding end to end processes.

Behavioural Competencies:

- Adopting Practical Approaches
- Embracing Change
- Examining Information
- Following Procedures
- Generating Ideas
- Interacting with People
- Producing Output
- Seizing Opportunities
- Team Working
- Thinking Positively
- Understanding People
- Upholding Standards

Technical Competencies:

- Active Listening
- Contact Centre Customer Relationship Management
- Difficult Calls Management
- Query Resolution
- Telephone Caller Handling
- Verbal Communication

How to apply

To apply, [visit Standard Bank careers portal](#).

Note: Incomplete applications will not be considered.

Get Latest Updates like this on your Phone Join Us on WhatsApp, [CLICK HERE](#)