

DEPARTMENT: Development Department / Client Relationship Management (CRM) Unit

JOB TITLE: Service Quality and Claims Senior Coordinator

EMPLOYMENT DETAILS

- Full time position, open-ended employment contract; start date: ASAP
- Highly competitive package of benefits
- Career growth and development opportunities

JOB DESCRIPTION: Ameriabank's CRM Unit is seeking an experienced senior professional in service quality and claims/complaints management for overall coordination of claim / complaint investigation and handling processes, coordination and preparation of monthly and annual reports and elaboration of projects and actions aimed at overall enhancement of service quality at the Bank's Branches and Agent companies.

DUTIES AND RESPONSIBILITIES

Claim and Complaint Handling:

- Full coordination of claim / complaint handling process, including but not limited to: entering data and update of customer queries & complaints in CRM application, coordination of claims assignments within the Unit, coordination of complaint investigation within the Bank's departments, discussion of possible solutions, preparation and review of complaint reply letters and follow-up with the Clients, initiation of internal process improvements, where applicable, aimed at prevention of similar complaints in the future;
- Preparation of detailed monthly and annual reports claim, complaint and appreciation reports, including statistical and analytical data, diagrams, proposed solutions, initiated internal process improvements, risks, etc.;

Service Quality Enhancement projects and works:

- Participate in and/or lead efforts to develop and execute unique and sustainable service quality training and testing programs;
- Assist in developing methodologies, training materials, case studies, FAQ's as well as testing materials, schedule and conduct the training programs, post-training evaluation, testing;
- Assist in organization of internal and external service quality trainings, provide materials and data (such as complaint case studies, etc.) necessary to enhance the efficiency of such trainings;

Methodological and Regulatory support :

- In cooperation with the Legal Department of the Bank, constant update of the Bank's Claims and Complaints Handling procedure in accordance with the Regulations of the Central Bank of Armenia and other applicable legislation of RA;
- Timely update of all internal acts and procedures, including Claim / Complaint / appreciation forms, complaint handling procedures, Central Bank's methodological guides, etc. related to service quality and claims / complaints investigation ;
- Timely publication / placement of all updated materials at the Bank's website, Branches & Agency company locations;

MAIN REQUIREMENTS:

- University degree in management
- At list 3 years of relevant working experience in a consulting firm, financial institution or business leadership training company
- Proficisency in MS Office
- Excellent knowledge of Armenian, Russian and English
- Strong knowledge of business ethics, etiquette and client service specifics
- Ability to multi-task
- Courteous manners and commitment to work; strong sense of responsibility

REMUNERATION: Competitive

Highly competitive salary and package of benefits for Ameriabank employees, including but not limited to annual bonus, insurance, preferential terms for banking services, training and development opportunities, individual professional development plan, etc.

APPLICATION PROCEDURE: all interested and qualified candidates are welcome to complete the application form, attach the CV at their discretion, and email it to hr.dd@ameriabank.am. *Please indicate the position title in the subject field of your message.*

Opening date:

Closing date:

Short listed candidates only will be invited for written test followed by an interview.