

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

JOB TITLE: Service Quality Projects 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 professional in service quality assurance and project management with strong communication, project coordination and training skills and experience able to spend 50% of the entire work time in Regional Branches and Agent companies for conducting Service Quality Monitoring and Trainings.

DUTIES AND RESPONSIBILITIES:

- Enhancement, support, sustaining and development of Ameriabank's service quality and service culture;
- Initiation, launch and implementation of various projects and works aimed at enhancing the customer service quality, improvement of methodologies, customer service standards and general service principles, such as Mystery shopping, Service Quality manual, Office standards, etc.

Particularly:

Claim and Complaint Handling (Head Office):

Claim / Complaint handling process coordination, including but not limited to: entering data and update of customer queries & complaints in CRM application, serving as primary contact person for complaining customers, complaint investigation within the Bank's departments, discussion of possible solutions, preparation 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;

Service Quality Monitoring Project Management (Head Office):

Overall coordination of the Service Quality Monitoring projects, including: develop and write methodologies, requests for proposals, coordinate tender process and selection of winning bidders, negotiation of project-related agreement terms; definition of mystery shopper profiles, scenarios, timetable; training of mystery shoppers, analysis of materials received, preparation of detailed reports and recommendations, as well as action plans following the recommendations aimed at enhancement of service quality;

Service Quality Enhancement projects and works (Head Office):

- 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;

Regional Branches and Agency Companies Monitoring (Regions of Armenia and Karabagh)

- Regular visits to regional branches and agency companies to conduct service quality monitoring, identify gaps in customer service quality, possible reasons, identify and propose solutions and action plans and help turn those goals into tangible deliverables including projects and detailed proposals with requirements specifications, deliverables, project plans, post-project activities;
- Preparation of regular Monitoring reports, which shall include statistical as well as analytical data, identified risks and proposed solutions.

MAIN REQUIREMENTS:

- University degree in management ,
- At list 3 years of relevant working experience in consulting firm, a financial institution or a business leadership training company
- Proficiency in MS Office
- Excellent written and oral command of Armenian, Russian and English
- Ability to travel up to 50% of time in Armenia and Karabakh
- 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.