



BFCHRJ - 134 – Customer Service Telecaller | Customer Service | Bahrain

About the role:

The Customer Service Telecaller is responsible for initiating telephonic contact with existing and prospective clients in order to generate build awareness and rejuvenate transactions of existing client base and new potential clientele.

Your Responsibilities:

- Call active and budding clients to promote awareness of BFC and TPP along with revival of dormant accounts.
- Make proactive outbound calls ranging between 100 to 120 a day.
- Study the Company's products and services, staying abreast of all enhancements and relaying these to the customers.
- Obtain and update lists of individuals' contact details.
- Ensure KYC updates wherever necessary.
- Inform customers about the ongoing promotions, advise rates, and resolve queries.
- Ensure payment queries are resolved in a timely manner and escalate any complex or long outstanding issues to the supervisor.
- Assist the BFC branches in investigating and resolving payment-related queries.
- Address all queries / complaints received within 1 hour and respond to the sender immediately acknowledging receipt of queries/complaints.
- Ensure all queries received by telephone, mail and chat lines are handled in a professional manner.
- Address clients' uncertainties, grievances, and suggestions on time.
- Ensure all outbound calls and queries are logged accurately and in a timely manner and follow-up is done daily for unresolved queries. Provide assistance and support for all corridors based on requirements.
- Record all successful and unsuccessful attempts to connect with clients.
- Understand and strive to meet/exceed call-center metrics.
- Adhere to the Company's Service Standards, SLAs and policies and procedures.
- Make recommendations for products or services that may better suit the customer, based on client feedback.
- Perform other customer service tasks as assigned, to ensure excellence in service delivery and great customer experience.



About You

A diploma graduate or equivalent preferred, who has a minimum of 1 year experience in customer service within a service industry.

Other skills required for the job:

- Excellent verbal and written communication in English.
- Knowledge of other languages i.e., Hindi, Urdu, Punjabi or Filipino (Tagalog) is required.
- High standard of accuracy and attention to detail
- Exceptional customer service skills
- Good telephone etiquette
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Proven team player
- Proficiency in MS Office and computer skills
- Strong interpersonal, organization and record-keeping skills.