



1. Contact Center Agent - Fixed Term (1 Year) (16 Position(s))

Job Location: Head Office, HQ

Job Purpose:

To serve NMB customers, by determining their needs, answering their enquiries and resolving their problems; To make customer's banking experiences easier, quicker and more efficient.

Main Responsibilities:

- Handle all customer inquiries and provide prompt, accurate courteous service.
- Convert a complaint / unhappy customer into a loyal satisfied customer with professional and empathetic service recovery.
- Log service statistics, complaints, and inquiries
- Analyze and close looping of all customer issues (new and existing ones) and establish root cause, present to Contact Centre support officers and/or Team leaders.
- Ensure all complaints are logged in NMB CURE Tool and sent to Customer Experience Business Support; Superb follow-up to fulfill promises made to our customers.
- Ensure compliance with Banking policy, standards, regulations, controls and procedures of the Bank.
- Stay updated on products, policies and workflow procedures and ensure full compliance with operational risks and control.
- Build and reinforce consistency of maintaining the highest level of Customer Experience.
- Work as a team to assist NMB branches and NMB Head Office department, as well as customers, in handling customer queries regarding NMB products and services.
- Obtain and verify information professionally and courteously

Knowledge and Skills:

- Customer oriented attitude
- Problem solving and resolution skills
- Strong interpersonal skills - written and oral
- Good organizational and teamwork skills
- Ability to work in a fast-paced environment
- Ability to manage a modern, technology-oriented product and provide customers with the knowledge required on applications.
- Familiarity with Microsoft programs, as well as affinity for computers and the ability to quickly and effectively use client specific computer systems and databases to review accounts and update data with accurate information.

Qualifications and Experience:

- Holder of university degree in Business Administration/Social sciences or equivalent qualifications from a recognized higher learning institution.
- Background in Telecommunication industry
- Experience with call center technologies
- Experience working in a Financial/Banking industry is an Asset
- Proven sales, cross-selling, and up selling experience

*NMB Bank Plc is an Equal Opportunity Employer. We are committed to creating a diverse environment and achieving a gender balanced workforce.
Female candidates and people living with disabilities are strongly encouraged to apply for this position.*

NMB Bank Plc does not charge any fee in connection with the application or recruitment process. Should you receive a solicitation for the payment of a fee, please disregard it.

Only shortlisted candidates will be contacted.

Job opening date : 25-Oct-2024

Job closing date : 08-Nov-2024

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2. Senior Specialist; Data Governance (1 Position(s))

Job Location: Head Office, HQ

Job Purpose:

The individual will be responsible for managing end-to-end delivery of data management initiatives and improving data management maturity level of the bank to satisfactory level. The person will also be responsible to improve the data analytics maturity, build data pipelines that facilitate deeper analysis and reporting.

Main Responsibilities:

- Improve the data management practice within the bank to the desired maturity level, by using the DAMA framework.
- Lead data governance initiatives & improve the data governance practice, to ensure compliance with data regulations, policies, and standards.
- Develop metadata solutions in accordance with the metadata management control framework and methodology.
- Develop and implement data management strategies and policies to ensure data accuracy, integrity, and security.
- Drive continuous improvement of data quality and data maturity through the implementation of innovative approaches.

- Create and maintain data documentation, including data dictionaries, business glossary, data lineage and data models, data flow diagrams for efficient data storage, retrieval, analysis, and new products creation.
- Anticipate, identify, and solve issues concerning data management to improve data quality.
- Track and monitor indicators of the quality and performance metrics and ensure compliance with data-related standards and policies.
- Analyze data management systems and processes to identify areas for improvement and implement appropriate solutions.
- Provide technical support and expertise to end-users regarding data management tools and systems.
- Work with architecture and other teams to ensure quality solutions are implemented, and engineering best practices are defined and adhered to
- Ensure adherence to an enterprise data governance framework for data practices, policies, and standards both at a technical and functional level.
- Enforce data practices as per changing regulatory policies in the enterprise and meet compliance requirements from time to time.
- Serve as a liaison between business and its functional as well as technical areas of the technology and protect the sensitive and confidential data.
- Lead on aligning respective data sharing between enterprise and its clients, vendors, and partners.
- Stay up to date with industry trends and best practices in data management and recommend innovative approaches to improve data management processes.
- Identify the new business opportunities with the use of data assets to achieve efficiency and represent the data as the business asset.
- Work with analytics tools that utilize the data pipeline to provide actionable insights into operational efficiency and other key business performance metrics.
- Advise on the best tools/services/resources to build robust data pipelines for data ingestion, connection, transformation, and distribution.
- Perform deep-dive analysis including the application of advanced analytical techniques to solve some of the more critical and complex business problems.

Knowledge and Skills:

- An understanding of data management practice & DAMA framework
- ETL, Data warehouse & BI
- Excellent verbal and written communication skills
- Analytical skills
- Team player; Result oriented.
- Leadership skills
- Interpersonal skills
- Project management skills
- Strong problem-solving and critical-thinking skills.
- Ability to influence and drive change in a complex organizational environment.
- Proficient in the following data skills/techniques - Business Process Modeling, Data Profiling, Metadata management, Data Lineage, Data Security/Privacy, Master Data Management.
- Ability to adapt to changing technologies and evolving data management practice
- Attention to detail, sense of urgency, and commitment to deadlines.

Qualifications and Experience:

- BSc in Computer Science, Computer Engineering, Data science or relevant field.
- Certification in data management or related areas (e.g., DM-BOK, CDMP, etc.) is a plus.
- 3 years' work experience in data governance and/or data management related role
- At least 5 years of experience in data modeling, database design/data warehouse and business intelligence.
- Advanced level proficiency in Structured Query Language (SQL).
- Strong commitment to data quality, accuracy, and integrity.
- Proven experience in designing and implementing data management project using the DAMA framework (3 or more years in similar or related roles).
- Proven work experience as a Data Architect, Data Scientist, Data Analyst, or similar role.
- Command of data governance and data management best practices, tools, disciplines and business and technology issues related to management of enterprise information assets, and approaches related to data protection.
- Experience working with tools used to support data management.

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Only shortlisted candidates will be contacted.

Job opening date : 24-Oct-2024

Job closing date : 07-Nov-2024

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