



## **#09 - SENIOR OFFICER, CUSTOMER SERVICE, CONTACT CENTER [GIG / PART-TIME / FLEXIBLE]**

**Location:** Singapore  
**Nature of Role:** Gig / Part-time / Flexible

### **About UOB**

United Overseas Bank Limited (UOB) is a leading bank in Asia with a global network of more than 500 branches and offices in 19 countries and territories in Asia Pacific, Europe and North America. In Asia, we operate through our head office in Singapore and banking subsidiaries in China, Indonesia, Malaysia and Thailand, as well as branches and offices.

Our history spans more than 80 years. Over this time, we have been guided by our values — Honorable, Enterprising, United and Committed. This means we always strive to do what is right, build for the future, work as one team and pursue long-term success. It is how we work, consistently, be it towards the company, our colleagues or our customers.

### **About the Department**

**Group Technology and Operations (GTO)** provides software and system development, information technology support services and banking operations.

We have centralized and standardized the technology components into Singapore, creating a global footprint which can be utilized for supporting our regional subsidiaries and the branches around the world. We operate and support 19 countries with this architecture to provide a secure and flexible banking infrastructure.

Our **Operations** divisions provide transactional customer services for our businesses while also focusing on cost efficiency through process improvements, automation and straight through processing.

### **Job Responsibilities**

- Ensures highest standard of service delivery to our customers.
- Monitor and respond to incoming calls/emails/social media platform/written correspondences
- Maintains confidentiality of the Bank's customers and data.
- Identifies and resolves customer issues and enquires received via calls/mail/emails/social media platforms completely, accurately within the committed turnaround time and in accordance with Contact Centre standards to ensure contact handling accuracy and operational effectiveness
- Uses customer service and sales skills to optimize the opportunity of each customer contact.
- Educates the customer about the Bank's products and services and directs them toward available resources for self-help.
- Resolves customer complaints and problems to the satisfaction of the customer, and completes accurately the necessary documentation of complaints, issues and subsequent solutions.
- Ensure group compliance & control standards are observed and met in the execution of customers' transaction requests
- Uses technology and system tools as directed and within established guidelines.



- Ensures knowledge is up-to-date by participating in individual and team trainings, meetings and reading the information posted in the Contact Centre's knowledge management system.
- Keeps abreast with current issues in the banking environment and competitors' innovations.

### **Job Requirements**

- Degree/ Diploma in any discipline.
- Experience in Call Centre, Banking or Customer Service (calls and correspondents) environment will be an advantage.
- Possess a positive mindset with a "CAN-DO" attitude and passion to deliver quality customer service.
- Possess a pleasant voice, excellent comprehension, communication, interpersonal skills and work etiquette.
- Possess good command of written and spoken English.
- Good analytical skills; passion for working and is good in working with numbers.
- Resourceful, proactive, results-driven, attentive to details and a good team player who likes to work in a fast-paced changing environment.
- Passion for working, responsible and with good working attitude.
- Proficient in PC skills including MS Office applications.
- Ability to work on staggered/rotational shifts including weekends and Public Holidays to support 24x7 Contact Centre service operations.

### **Be a part of UOB Family**

UOB is an equal opportunity employer. UOB does not discriminate on the basis of a candidate's age, race, gender, color, religion, sexual orientation, physical or mental disability, or other non-merit factors. All employment decisions at UOB are based on business needs, job requirements and qualifications. If you require any assistance or accommodations to be made for the recruitment process, please inform us when you submit your online application.