



Turks & Caicos Banking Company Limited

Join Our Team as Help Desk Representative

Are you a dependable individual with excellent communication skills? Do you passionately provide exceptional customer service? As we expand our operations, we are looking to recruit a reliable and skilled Help Desk Representative to join our TCBC Cards Help Desk team.

Key Responsibilities:

- First point of contact for TCBC customers with card-related queries, managing inbound calls relating to TCBC cards
- Handle all enquiries professionally, always ensuring customer needs are met through the delivery of a high-quality service, ensuring customer satisfaction
- Escalate calls to senior management and log complaints where necessary, along with maintaining call logs following the end of every call.
- Ensure that customers are kept up to date with waiting times and if any delays arise.
- Manage the queues in line with the protocols of the rank.
- Provide administrative duties by maintaining records and ensuring that calls and incidents are logged appropriately in accordance with TCBC procedures.
- Maintaining accurate and up-to-date records of customer interactions.
- Conducting appropriate Data Protection checks at the beginning of every call to safeguard our customers and guard against financial crime.
- Follow all TCBC Compliance procedures with clients, ensuring all documentation is securely stored when not in used and locked away at the end of your shift in line with GDPR legislation.

Requirements:

- High School Education (preferably CXC/GCSE's in Mathematics and English)
- Excellent interpersonal and active listening skills
- Experience in a customer service role
- Strong communication skills and a great command of the English language (written & verbal)
- Experience of dealing with enquiries both in person and over the phone/email
- Proficiency in basic computer applications (Moderate keyboard typing skills is mandatory)
- Working knowledge of customer relationship management (CRM) tools
- Ability to work well in a team and work calmly in highly stressful situations.
- Multitasking skills and good organizational abilities
- Reliable and punctual with a strong work ethic.
- Able to work evenings, holidays, and weekends.

Please send your Resume and cover letter to services@tcbc.tc by March 1st, 2024.

ONLY persons with relevant work experience and skills will be considered.