



JOB DESCRIPTION

Job Title:	CUSTOMER EXPERIENCE ASSISTANT	Reports to:	CUSTOMER EXPERIENCE OFFICER
Unit:	BRANCH BUSINESS	Department:	BRANCH BUSINESS & WM
Band:	2	Date:	2026
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement
The purpose of the role is to deliver advisory services to the customer and drive product uptake through this function as well as to portray the bank image to both existing and prospect clients by providing the best customer experience, Move customers from satisfied to loyal and then from loyal to advocates.

Key Accountabilities (Duties and Responsibilities)		
Perspective	% Weighting <i>(To add up to 100%)</i>	Output
Internal Controls, Processes & Procedures	75%	<ul style="list-style-type: none"> • Processing of new bank accounts while adhering to set procedures and guidelines thus limiting the bank exposure to risk and litigation. • Provision of superior customer service that Move customers from satisfied to loyal and then from loyal to advocates by ensuring that appropriate services are offered to meet their needs with utmost efficiency and courtesy. • Receiving customer's enquiries and complaints and responding or escalating professionally, efficiently and promptly to achieve timely resolution. • Receiving, issuance and safekeeping of debit cards, credit cards and cheque books. • Ensure provision of services within the prescribed turnaround time and striving to further reduce these times. • Ensuring total quality in meeting customer expectations while adhering to the bank's policy of "getting things right the first time". • Correct and timely collection of bank revenue i.e. bank charges and commissions to enhance the bank's profits • Receiving, vetting and forwarding application forms for various bank services and products. • Marketing/selling of bank products and services to both potential and existing customers • Maintain up to-date filing system.

		<ul style="list-style-type: none"> • Prompt processing of customer instructions and requests. • Training of new staff members as well as maintain excellent staff relations. • Liaising with respective departments over customer queries and letters of instructions. • Ensure that the banking stationery i.e. banking slips, pamphlets on our products are available and well displayed. <p>Channelling all customer feedback to call centre for action and/or information</p>
Financial & New Business Growth	10%	<ul style="list-style-type: none"> • Ensure no revenue leakage by prompt revenue collection. (Commissions and charges as per the ruling tariff). • Cross-selling of bank products & Services to both potential and existing customers. • Collect sales leads/ referrals from customers and follow up to ensure sales are closed • Ensure achievement of personal sales goals for all products as outlined in the targets as well as participating and leading branch sales promotions. • Ensure that Costs are managed, by making sure that all cost agents at branch specifically related to cash operation area is maintained at low.
Customer Experience	10%	<ul style="list-style-type: none"> • Maintained high level customer service standards at all times. • Receive customer enquiries and complaints and log them into CRM at all times as per agreed TAT. • Monitor TAT for transaction processing to maintain a high customer service standards at all times, • Ensure follow up on customer queries and provide feedback promptly at all times. • Keep self-updated on existing and new products, to offer customers informed advise and cross sell appropriately • Ensure no queues by attending to counters at all times
Learning and growth	5%	<ul style="list-style-type: none"> • Ensure personal growth by continuous learning/training for self through E-learning, internal & external training activities. • Ensure compliance with the leave policy on block leave and minimum carry-over of leave days for yourself.

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	N/A
Indirect Reports	N/A

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.

Internal <ul style="list-style-type: none">• All branch staff• Relationship managers• All bank departments• All other staff (internal customers)	External <ul style="list-style-type: none">• Customers
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Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make (Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.

- Authorizations as per limit matrix of NCBA Bank.
- Act within approved policies, procedures and processes of NCBA Bank.

Work cycle and impact: time horizon and nature of impact (Planning)

(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)

N/A

Ideal Job Specifications

- University degree OR equivalent
- Two years' experience in branch service operations.
- Basic MS Office applications knowledge.

NCBA Bank Core Value Behaviours (Performance Drivers)

DRIVEN: - We are passionate, make bold decisions and learn from our failures. We seek new challenges and appreciate different views constantly raising the bar. We explore our full potential.
OPEN: - Our interactions are candid, honest and transparent. We listen to each other and our clients. We are inclusive and always respect each other.
RESPONSIVE: - We are proactive, act quickly and resolutely to deliver results. We put our customer's interests at the heart of all that we do. We keep it simple and seek new ways to improve.
TRUSTED: - As a trusted partner we do what is morally right always. We keep our word. We are accountable and believe in each other.

Ideal Job competencies

Technical Competencies

- Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance.
- Technical skills to effectively perform customer care activities/tasks in a manner that consistently produce high quality of service.
- Knowledge of relevant products and service.
- Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.
- Self-empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer-service oriented culture.

Behavioural Competencies

- **A result and achievement oriented** - Strives to achieve results, enjoys measuring others, being measured, and being judged on performance standards and those of others he leads.
- **Personal Ethics** -Must be honest, fair, just but firm with self, and of high integrity
- **Communication and Interpersonal skills** -Well-developed oral and report-writing skills, ability to work with, lead and build motivated teams.