



COGEBANQUE is looking for inspired innovators, self-driven and highly creative personalities to collaborate with the bank in taking it to the next level of success. If you feel you have what it takes, we would like to hear from you.

Interested candidates will send their application via email at jobvacancies@cogebank.com by or before **18th January 2019** marking the subject as "**The Job You Are Applying For**". Eg: "**Customer Care and Contact Center Officer**"

JOB TITLE	WHAT YOU NEED TO HAVE	WHAT YOU WILL DO
<p>1. Customer Care & Call Contact Officer</p> <p>Job summary To effectively respond to customer issues, complaints and inquiries received in the call centre; keeping customer satisfaction at the core of every decision.</p>	<p>General and Behavioral</p> <ul style="list-style-type: none"> - Excellent oral and written communication - Ability to manage relationships and expectations on various levels - Excellent interpersonal skills - Good planning and organisation skills <p>Education & Qualification A Bachelor's degree in Business, Commerce, Marketing or related field.</p> <p>Experience</p> <ul style="list-style-type: none"> - At least 3 years' experience in Customer Care and Call Center in big institution. - Understanding of product development and research - Knowledge of social media management is required 	<p>Customer satisfaction</p> <ul style="list-style-type: none"> - Manage customer issues and queries through inbound and outbound calls in a timely manner - Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives - Participate in telesales (outbound calls) to customers in relation to specific sales/marketing promotional campaigns. - Educate customers on product details and key selling points of products and technologies. - Complete relevant documentation as required maintain an accurate record keeping system (manually and electronically). - Analyse information and prepare reports and documents as required - Respond to customer emails in a professional manner.

Only shortlisted candidates will be contacted!

Done at Kigali, on 4th January 2019

Mary Ashimwe

Director of Human Resources and Administration

Louis de Montfort Mujoyambere

Director of Operations and Acting Managing Director