

Associate, Customer Service (Bomet, Garissa, Green span, Karatina, Kiambu, Lamu & Machakos Branch)

Kenya Operations - Nairobi, NAIROBI

Job Purpose:

The role holder ensures customer service delivery levels are as per the Bank's prescribed standard, customer satisfaction and retention.

Key Responsibilities:

- Receive, verify, Authenticate, call back and processing thereof of all instructions delivered at the branch. Eg RTGS, TT, FDR, Forex conversions, stop payments, Treasury Bills, cheque book requests, card applications.
- Preparing audit confirmations, certificate of balance, interest certificate and opinion letters for customers.
- Ensuring the completion of all Account opening Documentation and following up on deficiencies.
- Facilitating customers' access to lockers.
- Attending to walk-in customers enquiries on account opening and products so as to maximize conversion of enquiries to sales.
- Responding to all written and oral complaints and enquiries received from customers.
- Handling of internal mail.
- Cross-selling the Bank's range of products and services to existing and new customers and acquire new active accounts/Business.
- Ordering of cheque books and cards as per customer specification.
- Safe custody and management of Cards and cheque books.
- Collection of All service charges as per bank tariff to ensure Nil income leakage.

Academic Qualifications:

Bachelor's degree in business, Banking or related field.

Work Experience

At least one (1) year relevant experience in a similar role in a similar sized organization

Skills & Attributes

- Planning & Organizational skills.
- Analytical skills and attention to detail.
- Strong oral and written communication skills.
- Interpersonal skills to manage stakeholders at all levels.
- Ethics and integrity
- Excellent judgment and analytical abilities and impeccable integrity.
- Strong commercial awareness and an ability to connect to business goals.

If you believe you meet the above requirements log onto our website www.imbankgroup.com/ke and click on careers and apply for the position. Your application should reach us as soon as possible but not later than 22nd February 2026.