

JOB PROFILE

Position Title:	Customer Experience Consultant
Available position/s:	13
Division:	Operations
Department:	Customer Experience
Location:	Head Office
Reporting to:	Manager, Contact Centre
Job Reference No:	NBK/OPS/05/2026

Position Scope:

The role serves as a critical communication link between the Bank and customers through digital channels – telephone, SMS, emails, social media to address customer queries and complaints, and provide information in real time for improved service delivery, customer satisfaction, loyalty and retention.

Key Responsibilities:

- Handle incoming and outgoing interactions with customers professionally as per defined standards.
- Provide customers with product or service information.
- Handling customer complaints per defined procedures
- Record all customer interactions in eCRM or any other platform as may be required and track for resolution.
- Liaise with other departments or teams in resolving issues or providing specific information requested by the customer.
- Promptly escalate issues that require the attention of the Team Leader, Manager, or Head of Department
- Follow up on customer inquiries not immediately resolved.
- Promptly action customer requests to:
 - ✓ disable/block instruments/channels reported lost/stolen/damaged/compromised.
 - ✓ Re-order instruments.
- Conduct closure calls to obtain customer occurrence for resolved complaints.
- Stay updated on product knowledge, and be informed of any changes in services, products, policies, and procedures to ensure correct guidance to customers.
- Upsell and cross-sell products and services.
- Identify and recommend potential products or services to management by collecting customer feedback and analyzing customer needs.
- Administer the switchboard by receiving incoming calls from customers and staff.



- Attend and participate in divisional/ departmental meetings on team updates, new products, systems, and new processes.
- Perform other duties as assigned.

Education/Professional Qualifications, Skills & Experience:

- Banking and/or Contact Center Experience preferred
- Knowledge and understanding of bank products.
- Proven analytical skills
- Excellent communication skills
- Excellent Problem-solving skills
- Excellent interpersonal Skills
- Team player
- Proficiency in use of information technology
- Independent, objective and Self-motivated and can work with minimal supervision..

How to Apply:

- If you meet the criteria as per the attached Job Profile, please submit your application by filling out the requisite details on the below link.
- Complete the attached application form [CUSTOMER EXPERIENCE CONSULTANT – Fill out form](#) and Submit your CV, along with an application letter to Recruitment@nationalbank.co.ke by Wednesday, 22nd April 2026