

JOB PROFILE

Position Title:	Team Leader, Inbound 1 st Level
Available position/s:	1
Division:	Operations
Department:	Customer Experience
Location:	Head Office
Reporting to:	Manager, Contact Centre
Job Reference No:	NBK/OPS/04/2026

Position Scope:

This position is responsible for ensuring customer service needs are met by coordinating and adjusting inbound and outbound call traffic in a timely manner.

Key Responsibilities:

- Coaching and mentoring direct reports
- Carrying out performance appraisals at appropriate times.
- Oversee and assist in resolving escalated operational and customer service issues.
- Provide day-to-day supervision and guidance of direct reports
- Identify individual and group training needs which are promptly addressed through EMS sessions and classroom training.
- Ensure all subordinates comply with documented rules, regulations & operational processes.
- Regular review of Agents' calls in order to make recommendations for improvement.
- Responsible for one on one and group motivational sessions.
- Identify individual and group training needs and ensure relevant training.
- Handling on-the-spot decisions/questions that come from Contact Center staff.
- Liaison and communication between the Contact Center and resolution units.
- Assist with difficult situations that require investigation.
- Forward staff suggestions for improvement to the Unit Head.
- Overseeing post classroom training of new hires, ensuring a full understanding of departmental and Bank procedures and Bank products and services.
- Monitor attendance of subordinates and ensure accuracy of hours worked.
- Responsible for overall management of entire shift (i.e. Nights and weekends).
- Ensure customer satisfaction by researching, resolving and documenting customer concerns.



Education/Professional Qualifications, Skills & Experience:

- Bachelor's degree in a business-related field from a recognized University.
- Master's degree will be an added advantage.
- Minimum of 4 years in a bank and/or corporate solutions and/or payment institution.
- Experience in cards and electronic business will be an added advantage.
- Demonstrates the ability to balance departmental operational needs with employee scheduling requests while engaging in diplomatic and constructive discussions with direct reports.
- Exercises independent judgment and takes responsibility when making necessary operational and people-management decisions.
- Effectively manages and addresses quality assurance scoring challenges through professional engagement with management.
- Consistently demonstrates sound judgment and strong problem-solving capabilities in day-to-day operations.
- Communicates effectively through excellent written, verbal, and interpersonal communication skills.
- Maintains a high level of organization to ensure smooth coordination of tasks and responsibilities.
- Applies excellent time management skills to prioritize workload and meet deadlines.
- Builds positive working relationships through strong interaction and engagement skills.
- Learns new skills quickly and applies them effectively in a dynamic work environment.
- Works effectively and respectfully with individuals from diverse backgrounds and cultures.
- Provides strong leadership to guide, motivate, and support team members.
- Coaches, influences, and develops team members to achieve individual and organizational goals.
- Demonstrates initiative by taking ownership of responsibilities and driving improvements.
- Promotes teamwork and manages conflict constructively to maintain a productive work environment.
- Ensures effective organization and coordination of team activities and resources.
- Applies general managerial and administrative skills to support operational efficiency.
- Maintains a strategic focus and orientation aligned with organizational objectives.
- Upholds integrity and discretion in handling sensitive information and decisions.
- Operates in a proactive manner, anticipating challenges and acting ahead of time.
- Demonstrates entrepreneurial thinking by identifying opportunities for improvement and innovation.
- Applies strong analytical and problem-solving skills to evaluate situations and recommend solutions.
- Displays resilience and tenacity while maintaining high ethical standards under pressure.
- Engages effectively with others through strong interpersonal skills.



How to Apply:

- Send your CV and application letter showing how you meet the role requirement stated above to: Recruitment@nationalbank.co.ke by **Wednesday 22nd April 2026**
- Indicate Name of Job on email subject.
- Please note that applications received after the deadline will not be considered.
- Only shortlisted candidates will be contacted for the next stage/s of the process.