

## **VACANCY ANNOUNCEMENT**

***Intesa Sanpaolo Bank Albania is looking to hire staff in the Position of:  
Digital Branch Junior Agent in Tirana (location in Lapraka)***

### **Main responsibilities:**

To support customers, through phone and other communication channels, regarding their needs for assistance in activities related to banking products and services, in particular, guiding customers in the use of the various channels, helping them to carry out banking operations and providing useful information

To deal with customer's complaints and other inquiries and delegate and/or cooperate with other relevant unit per each product/service.

### **Skills and qualifications:**

- Strong communication, problem solving and analytical skills required.
- Strong marketing and sales skills
- Strong written and verbal communications skills and sense of responsibility
- Work in group and **Shifts**
- Answer phone calls by meeting the key performance indicators.
- Help other team colleagues on daily issues and when in difficulty.
- Give the best and the strongest point of the product to the customer.
- Commitment to excellent customer service
- Ability to prioritize and manage multiple tasks
- Ability to work independently and to adapt to a fast-changing environment.
- Use quickly and in an efficient way programs & telephone at the same time
- Be customer oriented and show that while speaking to customers

### **Requirements**

- University Degree
- Excellent communicative skills (nice voice, clear and good wording)
- Capable for building up and maintaining good relationships with others
- Motivated and have the desire to work in a team (team spirit)
- Very good knowledge on basic computer programs (Office)
- Fluent in English
- Preferably Italian language knowledge
- **Desirable experience:** Some previous similar team work
- **Full-time employment opportunity**

**The applicants should submit:**

- Curriculum vitae (in English language)

Application to be submitted by e-mail to [recruiting@intesanpaolobank.al](mailto:recruiting@intesanpaolobank.al), not later than **December 16<sup>th</sup>, 2024.**