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Customer Specialist

Job Location

New Zealand

Remote work from: GE; USA; AU; NZ; DK; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; QA; MA; SA; MX; AE; CA; GT; DO

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Base Salary

USD 2200 - USD 4200

Qualifications

A certificate or diploma in Basic banking, financial products, and customer service.

Employment Type

Full-time

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Hiring organization

ASB

Date posted

December 26, 2024

Valid through

31.07.2025

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Description

Customer Specialist Job in New Zealand – ASB Careers

Are you passionate about delivering exceptional customer service and building lasting relationships? **ASB Bank** is looking for enthusiastic and customer-focused individuals to join their team as **Customer Specialists**. This role is perfect for those who enjoy helping people, solving problems, and contributing to a dynamic team environment.

Details of Customer Specialist Job in New Zealand

- **Position:** Customer Specialist
- **Location:** Auckland, Wellington, Christchurch, and other major cities in New Zealand
- **Job Type:** Full-Time, Part-Time
- **Experience:** Freshers or experienced candidates welcome
- **Knowledge Required:** Basic banking, financial products, and customer service
- **Age Requirement:** 18+
- **Salary:** NZD 4,000–5,000/month

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About the Job

As a **Customer Specialist**, you will serve as the face of ASB Bank, providing personalized service to customers. You will assist with their banking needs, offer financial advice, and ensure they have a positive experience.

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This role involves both in-branch and online interactions, so adaptability and excellent communication skills are essential. While ASB Bank prioritizes local candidates, **international applicants** with the right qualifications and experience may also apply. **Visa sponsorship** is available for exceptional candidates.

Key Responsibilities

As a Customer Specialist, your responsibilities will include:

- Assisting customers with their banking needs, such as account inquiries, deposits, and withdrawals.

- Providing advice on ASB's financial products and services.
- Identifying opportunities to enhance customer satisfaction and offer additional services.
- Resolving customer concerns in a professional and timely manner.
- Promoting ASB's digital banking solutions and assisting customers in using them.
- Collaborating with team members to meet branch targets and goals.
- Ensuring compliance with banking policies and security protocols.

Requirements

To thrive in this role, you should have:

- Strong interpersonal and communication skills.
- A customer-first attitude and problem-solving abilities.
- Basic understanding of banking or financial services (training provided).
- Proficiency in using computers and digital platforms.
- Ability to work in a fast-paced environment.
- Flexibility to work in shifts, including weekends if needed.

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Preferred Skills

- Prior experience in a customer service or banking role.
- Knowledge of ASB's products and services.
- Sales and cross-selling skills.
- Multilingual abilities to assist a diverse customer base.
- An ability to work collaboratively in a team setting.

Benefits

Joining ASB Bank as a Customer Specialist offers:

- Competitive salary paid in New Zealand dollars.
- Opportunities for professional growth and career advancement.

- Comprehensive training to develop your skills.
- A supportive and inclusive work environment.
- Access to ASB's employee wellness programs.
- Discounts on banking products and services.
- **Visa sponsorship** and relocation assistance for international candidates.

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How to Apply

If you are passionate about delivering top-notch customer service, submit your application through the **official ASB careers website**. Ensure your resume highlights your relevant experience, skills, and achievements. Applications are only accepted online.

Summary Overview

- **Position:** Customer Specialist
- **Location:** Auckland, Wellington, Christchurch, and other cities in New Zealand
- **Job Type:** Full-Time, Part-Time
- **Salary:** NZD 4,000–5,000/month

Why Join ASB Bank?

ASB Bank is known for its commitment to innovation and exceptional customer service. As a **Customer Specialist**, you will have the chance to make a meaningful impact on customers' lives while growing your career within one of New Zealand's leading financial institutions.

Although ASB Bank prioritizes hiring local candidates, **international applicants** are welcome to apply. The bank offers **visa sponsorship** and relocation assistance for highly qualified candidates.

Join ASB Bank and help shape the future of banking in New Zealand. Apply today to become a part of a customer-centric and forward-thinking team!

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