



<https://jobquest.jobsleworld.com/job/icici-bank-recruitment-2023-all-india-jobs-general-accountant-post/>

## ICICI Bank Recruitment 2023 – All India Jobs – General Accountant Post

**Hiring organization**  
ICICI Bank

### Job Location

India  
Remote work from: IND

**Date posted**  
September 23, 2023

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**Valid through**  
31.12.2023

### Base Salary

Rs. 22,000 - Rs. 24,000

APPLY NOW

### Qualifications

Graduate

### Employment Type

Full-time

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### Description

## ICICI Bank Recruitment 2023

Job Description: ICICI Bank is looking for dedicated and customer-oriented individuals to join our team as Client Service Specialists. As a Client Service Specialist, you will play a crucial role in providing exceptional service and support to our valued clients. Your primary responsibility will be to ensure client satisfaction by addressing their queries, resolving issues, and delivering personalized financial solutions. This is an exciting opportunity for freshers who are passionate about customer service and have a keen interest in the banking industry.

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### Responsibilities:

1. Serve as the primary point of contact for clients, promptly responding to their inquiries and providing accurate information regarding banking products and services.
2. Build strong relationships with clients by understanding their financial needs and offering suitable solutions.
3. Assist clients with account opening, documentation, and other banking processes, ensuring compliance with regulatory requirements.
4. Proactively identify opportunities to upsell and cross-sell banking products and services to clients based on their financial goals and needs.
5. Resolve client complaints and concerns in a timely and professional manner, escalating complex issues to the appropriate departments when necessary.

6. Collaborate with internal teams, such as operations, credit, and sales, to ensure a seamless client experience and facilitate efficient service delivery.
7. Stay updated with industry trends, banking regulations, and product knowledge to effectively address client inquiries and provide appropriate guidance.
8. Maintain accurate and up-to-date client records and documentation in compliance with internal policies and procedures.
9. Actively participate in customer service training programs to enhance skills and knowledge.
10. Meet or exceed individual and team targets, including customer satisfaction scores, service level agreements, and sales targets.

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#### **Skills and Qualifications:**

1. Excellent communication and interpersonal skills, both verbal and written, to effectively engage with clients and build strong relationships.
2. Strong customer service orientation with a proactive and solution-oriented approach.
3. Good knowledge of banking products and services, including savings accounts, fixed deposits, loans, and credit cards.
4. Basic understanding of banking operations and processes.
5. Ability to handle multiple tasks and prioritize effectively in a fast-paced environment.
6. Strong problem-solving skills and attention to detail.
7. Proficient computer skills, including knowledge of MS Office applications and banking software.
8. Ability to work independently as well as collaboratively within a team.
9. Graduation in any discipline is preferred.
10. Freshers with a passion for customer service and a strong interest in the banking industry are encouraged to apply.

#### **Experience:**

- Freshers are welcome to apply for this position.
- Prior experience in customer service or the banking industry is an advantage but not mandatory.

#### **Important Links**

**Find the Link in [Apply Now](#) Button**

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