



FINANCE TRUST BANK

JOB OPPORTUNITY

Finance Trust Bank was licensed as a Tier 1 Commercial Bank on 11th November 2013, taking over the financial services business of Uganda Finance Trust Limited (MDI). Today Finance Trust Bank is a fully-fledged commercial bank serving a clientele of over 500,000 depositors and over 37,000 borrowers, through a network of 34 branches country wide. The bank offers a variety of Products and services including; Savings, Current accounts, Loans, Money transfer services and Bills payments to its target market which comprises of micro, small and medium entrepreneurs, salary earners and youth.

In order to meet the needs of its growing customer base, the company is seeking to recruit dynamic, self-motivated, result-oriented professionals to fill the following position.

1. Supervisor, Call Centre

This position reports to Manager, Customer Experience and will be based at the Head Office of the Bank.

Role of the Job:

The Call Centre Supervisor oversees the daily operations of the bank's call centre, ensuring exceptional customer service, adherence to banking regulations, and achievement of performance targets.

He/She will lead a team of customer service advisors, monitor call quality, resolve escalated issues, and drive operational efficiency.

Key Result Areas:

- **Team Management:** Supervise, coach, and mentor a team of call centre agents to ensure high performance, motivation, and adherence to bank policies.
- **Customer Service Excellence:** Monitor customer interactions to ensure professional, accurate, and timely resolution of inquiries, including account issues, transactions, loans, and product information.
- **Performance Monitoring:** Track key performance indicators (KPIs) such as call resolution rates, average handling time, and customer satisfaction scores; provide feedback and implement improvement plans.
- **Issue Escalation:** Handle complex or escalated customer complaints, ensuring resolution in line with bank policies and regulatory standards.
- **Training & Development:** Conduct training sessions on banking products, customer service techniques, and compliance requirements; onboard new hires.
- **Operational Efficiency:** Optimize workforce scheduling, manage call volume, and ensure adherence to service level agreements (SLAs).
- **Compliance:** Ensure all interactions comply with banking regulations, data protection laws and internal policies.

- Reporting: Prepare and analyze performance reports for management, highlighting trends, issues, and recommendations.
- Process Improvement: Identify and implement strategies to enhance call centre processes, technology utilization, and customer experience.

Minimum educational and technical competence requirements:

- Bachelor's Degree in Business Administration, Marketing or other relevant field.
- At least two years' experience within front line service delivery in a commercial environment
- Strong data analytical skills
- Service Management training.
- Computer literacy i.e. proficiency in Microsoft applications.
- Adept at social media management
- Ability to engage widely in a large size firm.
- Effective business communication and leadership skills.
- Good planning and organization skills to implement plans consistent with customer experience strategy.
- Client account management knowledge of complaints handling frameworks, processes and tools.

Position carries an attractive salary and benefits package.

Applications:

Suitably qualified candidates should address their application to Head of Human Resource, Finance Trust Bank, TWED PLAZA, Plot 22B, Lumumba Avenue, Kampala, Uganda, and email it to jobs@financetrust.co.ug. as well as photocopies of academic documents, CV and application letter indicating your salary expectation. The CV should include telephone contacts and email addresses of three referees, one of whom should be the most recent employer.

Closing date for submission of the applications is **18th July 2025**. *Only shortlisted candidates will be contacted directly on Tel. Numbers 0312 222600 or 0200800700 ONLY.*

Please note that in line with the Bank procedures, no job offers are made online.

Finance Trust Bank is an equal opportunity employer, all qualified applicants will be considered without regard to certain protected characteristics.