



**Dealls Jobs**

Indonesia National Job Expo 2024

# WE ARE HIRING

**Customer Service  
(Kelapa Gading)**

**Teller Branch  
(Padang)**

**Desk Collection  
Agent**

**Corporate Affairs**

**Field Collection  
Agent**

**Fraud Detection**

**Team Leader  
C.Ops (Solo)**

**Teller Branch  
(Bintaro)**





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## **Team Leader Customer Operations (Solo)**

### **RESPONSIBILITIES**

- Involve and provide solutions to problems experienced by customers that cannot be handled by L1 Agents, to maintain customer satisfaction and Agent capability.
- Switch L1 agents to serve customers in accordance with specified service quality standards.
- Monitor and evaluate Agent performance, provide learning or training opportunities, and take corrective action, so that Agents perform according to their productivity potential.
- Ensure L1 agent productivity meets specified targets.
- Prepare and create Agent performance reports every week/month/year, to support future team performance evaluations.

### **REQUIREMENTS**

- Minimum 3 (three) years working as a contact center in the banking industry or technology company.
- Minimum Bachelor's degree from any major.
- Understand the operation of information & computer systems.
- Understand verbal & non-verbal communication methods.
- Able to communicate using minimally passive English.
- Understand data processing and reporting.

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## Customer Service (Kelapa Gading)

### RESPONSIBILITIES

- Carry out services to customers as:
  - Deliver product and service information bank;
  - Follow up and finish customer complaints;
  - Perform all activities that become relevant Customer Service authorities Automated Teller Machine card.
- Conducting Cross Selling of Bank products.
- Perform archive management.
- Handle complaints from customers and create a recap of customer complaints in Microsoft Excel form.
- Identify and mitigate potential risks, especially Operational Risk on each transactions made in Customer Service.
- Performing Customer Due Diligence to obtain accurate relevant information prospective customer data in accordance with the data submitted in the opening application account.
- Performing Enhanced Due Diligence to high-risk customers by adding aspects requirements or data that must be met by prospective customer.
- Implement Payment Tools Using Cards operations.

### REQUIREMENTS

- Minimum Diploma or Bachelor's degree from any major.
- At least 1 (one) year of experience in related field.
- Excellent with Excel and able to operate Microsoft Office & PowerPoint.
- Customer oriented.
- Placement Kelapa Gading.

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## Field Collection Agent

### RESPONSIBILITIES

- Perform field collection visits to non-performing loan portfolios.
- Prepare collection deposit slips and a list of debtors before every visits.
- Update all visit results through daily reports.
- Follow up on contactable debtors with payment promises.
- Follow up on debtors who breach their promise-to-pay.

### REQUIREMENTS

- Minimum a Diploma or Bachelor's degree in any major.
- Minimum 1 year of experience in field collection.
- Understands BI regulations, OJK regulations, and other regulations related to banking activities.
- Able to operate Microsoft Office well.
- Understands general banking operations.

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## Desk Collection Agent

### RESPONSIBILITIES

- Responsible for collection from customers for the non-performing loan portfolio under management via telephone.
- Performing duties for all debtor billing result.
- Updating all debtor billing results through daily reports.
- Following up on debtors who have under perform on non-performing loans.
- Working in a team and individual contributor.

### REQUIREMENTS

- Minimum Diploma Degree in any field.
- At least 1 Year(s) of working experience in the related field.
- Experiences in skip trace are an advantage.
- Familiar with collection strategies and creative in negotiating repayment terms and methods.
- Have good interpersonal skills
- Able to work together with a team or Individual.
- Excellent communication skills both verbal and written.

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## **Teller Branch (Bintaro/Padang)**

### **RESPONSIBILITIES**

- Serve customer needs in processing cash and non-cash transactions
- Manage cash in vault on a daily basis
- Ensure that the money received is appropriate and transactions are processed in accordance with applicable regulations
- Create and be responsible for the reports required within the scope of the Teller.

### **REQUIREMENTS**

- Minimum Bachelor's Degree in any major
- Minimum 1 (one) year of work experience as Frontline in banking
- Able to operate Microsoft Office
- Understand operational processes and banking regulations
- Thorough, disciplined, honest and service oriented
- Willing to be placed at SeaBank branch (Bintaro or Padang).

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## Fraud Detection

### RESPONSIBILITIES

- Carry out fraud prevention activities on a daily basis.
- Investigation of fraud cases, where it is expected to think critically.
- Create case reports.
- Communication and investigative mediation with related parties.

### REQUIREMENTS

- Minimum 0-1 year of experience as Banking Fraud Analyst or related position.
- Minimum Diploma Degree from Law, Criminology, Information Technology, System Information or related field.
- Willing to work in shifting.
- A plus if has experience handling case fraud.
- Strong interpersonal, analytical and communication skill.

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## Corporate Affairs

### RESPONSIBILITIES

- Execute all matters relating to the security and comfort of the company environment
- Compile all report data related to office facilities (costs, damage, vendors) to determine follow-up action from the company
- Documenting important office asset documents and carrying out stock taking of office inventory
- Submit requests to procurement for services or goods that will be needed
- Coordinating with Procurement in providing office needs (snacks, stationery, drink machines, catering, etc.) and managing invoices to ensure all office needs are met
- Coordinate with users/requestors, to ensure effective and timely coordination and good teamwork in maintaining office facilities
- Preparing purchase request and invoicing

### REQUIREMENTS

- Min. Bachelor's Degree in Hospitality would be preferred.
- Min. 0-1 of experience in office management or general affairs.
- Mastering Excel/Spreadsheets.

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