Union Bank of Cameroon Plc

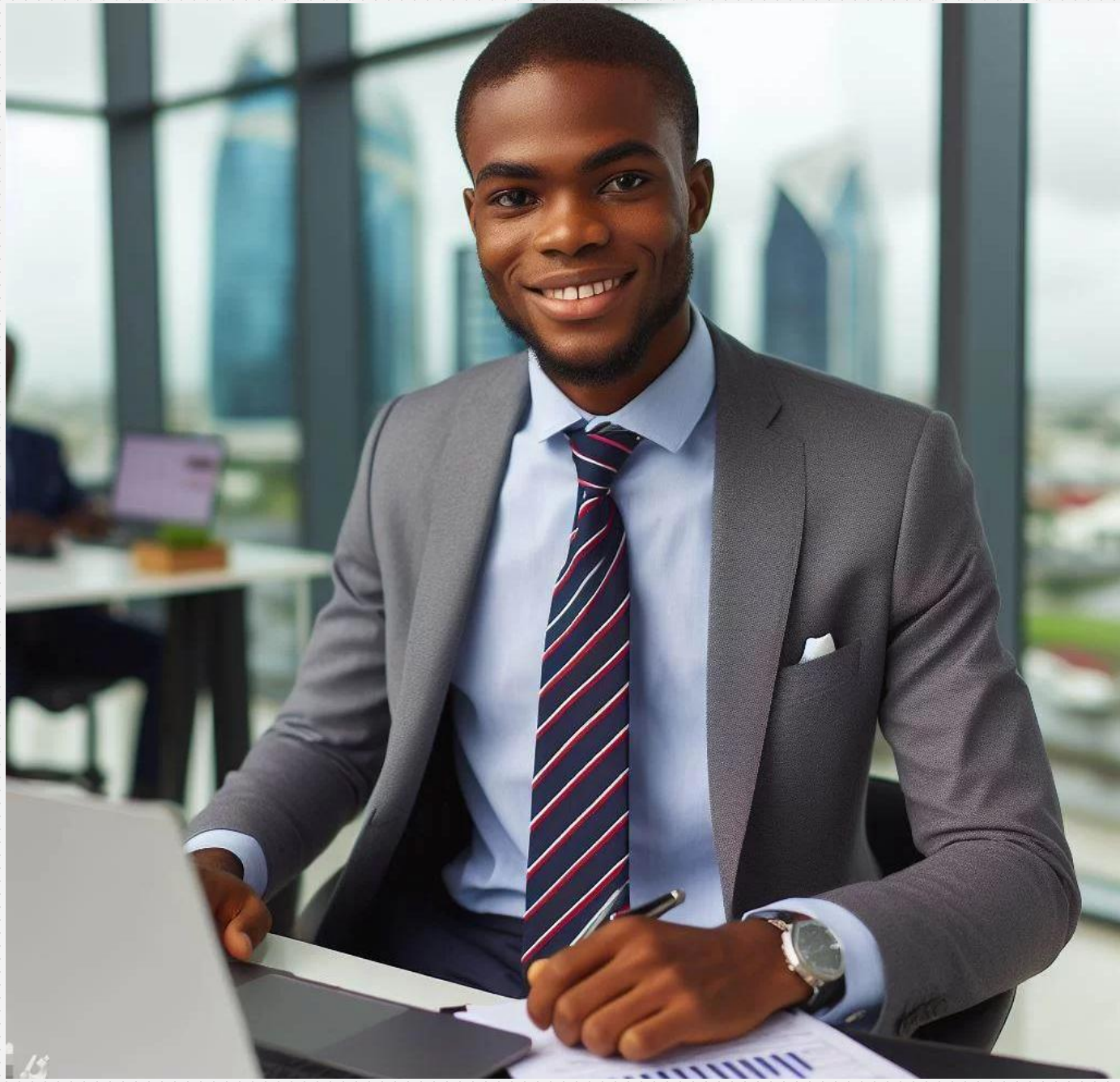
The People's Bank of Trust

WE ARE HIRING

INTERNAL

CUSTOMER SERVICE ASSISTANT (CSA).

Reporting Line	Branch Manager
Number Of Position	01
Job Grade	To be determined based on background & experience
Type Of Contract	Permanent
Location	Nkoabang - Yaounde, Cameroon



Job profile



Union Bank of Cameroon Plc is presently in search of a Customer Service Assistant, in its Nkoabang Branch - Yaoundé, Cameroon. Opportunity is opened for internal candidates.

JOB PURPOSE

Ensure a consistently high standard of service for the bank's customers, with a view to providing the best possible experience and increasing customer retention. He or she actively manages all visitors, including those seeking information, those experiencing problems with services they have purchased, or those requiring immediate assistance, by providing an end-to-end reception and guidance service in accordance with the agreed policy and quality standards.

JOB DIMENSION

- Proven experience (at least 1 year) in customer service. Experience in the banking sector would be an ASSET ;
- Good knowledge of banking services and products ;
- Proficiency in IT, particularly the MS Office suite and certain applications ;
- Familiarity with best practice in customer relationship management ;
- Strong presentation, communication, writing and active listening skills ;
- Ability to proactively identify, analyze and resolve problems ;
- Ability to develop, implement, manage and deliver multiple projects in an environment where resources and time are limited ;
- Fluency in spoken and written French is essential, and bilingualism in French and English would be an ASSET ;

JOB REQUIREMENTS

- Minimum HND qualification in Marketing, Banking, Finance, Sales or Management ;
- High ethical standards, attention to detail and integrity ;
- Excellent professional appearance ;
- Strong self-control and ability to manage stress ;
- Ability to work effectively as part of a team, proactively share knowledge and collaborate to support colleagues and achieve the required business results ;

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Required Profile

All documents (CV and cover letter) must be sent to recruitment@unionbankcameroon.com no later than **November 12, 2026**, at **5:00 PM**, with the subject line "**CSA, UBC - NKOABANG**".



As a transparent, accountability, merit, and service excellence organization, Union Bank of Cameroon plc is an enterprise that vies for Equal Employment Opportunity unceasingly strive to recruit young and ambitious talents while also promoting talents from within.

JOB PRINCIPAL ACCOUNTABLILITIES *(Key tasks and additional activities)*

1 . Customer Service

- Be familiar with and understand all banking products and procedures in order to respond effectively to customers' needs ;
- Take the lead in the account opening process and ensure that all accounts opened comply with current policy ;
- Print customers' account statements on request ;
- Manage cheques, cards, bancassurance products and all other customer instructions ;
- Ensure that all activities relating to the clearing and processing of fund transfers are correctly forwarded for execution to head office, the designated unit or department ;
- Identify and assess customers' needs to ensure their satisfaction ;
- Handle customer complaints, provide appropriate solutions and alternatives within the specified timeframes, and follow up to ensure issues are resolved ;

2. Customer data management

- Ensure that customer information in the bank's databases is kept up to date to deliver an optimal customer experience ;
- Contribute to a better understanding of, and improvement in, relationships with customers and prospects by collecting ethical and relevant information (habits, income, turnover, etc.) ;

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