



<https://www.workolic.com/job/lotus-bank-recruitment/>

## Lotus Bank Recruitment 2025/2026 Application Form

### Description

Lotus Bank is currently seeking dynamic and customer-focused individuals to join our team as Customer Service Representatives. As a Customer Service Representative, you will play a crucial role in ensuring an exceptional banking experience for our clients. This position offers a unique opportunity to work in a fast-paced and rewarding environment within the banking industry.

### Responsibilities

- **Customer Interaction:**
  - Provide excellent customer service through various channels, including in-person, phone, and online communication.
  - Address customer inquiries, resolve issues, and provide information on banking products and services.
- **Account Management:**
  - Assist customers with account opening, closing, and maintenance.
  - Conduct financial transactions, such as deposits, withdrawals, and fund transfers.
- **Product Knowledge:**
  - Stay informed about Lotus Bank's products and services to effectively educate and guide customers.
  - Cross-sell and promote additional banking products to meet customer needs.
- **Problem Resolution:**
  - Investigate and resolve customer complaints or issues promptly and professionally.
  - Collaborate with other departments to ensure comprehensive problem resolution.
- **Compliance:**
  - Adhere to all banking regulations, policies, and procedures.
  - Ensure accurate and timely completion of required documentation.

### Qualifications

- **Education:**
  - Minimum of a Bachelor's degree in Business, Finance, or a related field.
- **Experience:**
  - Previous customer service experience in a banking or financial institution is preferred.
  - Familiarity with banking operations and financial products is an asset.
- **Skills:**
  - Strong communication and interpersonal skills.
  - Ability to multitask and work efficiently in a fast-paced environment.
  - Detail-oriented with excellent problem-solving skills.
- **Technology:**

### Hiring organization

Lotus Bank

### Employment Type

Full-time

### Industry

Financial Services

### Job Location

182 Awolowo Rd, opposite Polo Bus Stop, Ikoyi, Lagos 106104, Lagos, Nigeria, 106104, Ikoyi, LAGOS, Nigeria

### Working Hours

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### Date posted

February 4, 2026

### Valid through

06.12.2026

- Proficient in using banking software and other relevant technology platforms.
- Comfortable with basic computer applications.

### **Job Benefits**

- Competitive Salary
- Health and Dental Insurance
- Retirement Savings Plans
- Professional Development Opportunities
- Employee Wellness Programs

### **Contacts**

To apply for the Customer Service Representative position at Lotus Bank, please follow these steps:

- Visit our careers page at [Lotus Bank Careers](#) to access the online application form.
- Complete the application form with accurate and up-to-date information.
- Attach your resume and a cover letter highlighting your relevant experience.

Lotus Bank is an equal opportunity employer. We encourage candidates from diverse backgrounds to apply.