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Stanbic IBTC Bank Recruitment – Hiring Now 2025

Description

Stanbic IBTC Bank is currently seeking dedicated and dynamic individuals to join our team as Customer Service Representatives. As a Customer Service Representative, you will play a crucial role in delivering exceptional service to our valued customers, ensuring their satisfaction and contributing to the overall success of our banking operations.

Responsibilities:

- **Customer Interaction:** Interact with customers in a professional and courteous manner, addressing inquiries, resolving issues, and providing information on banking products and services.
- **Transaction Processing:** Conduct accurate and efficient processing of customer transactions, including deposits, withdrawals, fund transfers, and account inquiries.
- **Problem Resolution:** Proactively identify and resolve customer issues, escalating complex problems to the appropriate channels when necessary.
- **Product Knowledge:** Stay informed about the bank's products and services to effectively guide customers in making informed financial decisions.
- **Compliance:** Adhere to all banking regulations and internal policies to ensure a secure and compliant banking environment.
- **Cross-Selling:** Identify opportunities to promote and cross-sell bank products and services, contributing to the achievement of sales targets.

Qualifications:

- Minimum of a Bachelor's degree in any relevant field.
- Previous customer service experience in the banking industry is preferred.
- Strong communication and interpersonal skills.
- Excellent problem-solving abilities.
- Knowledge of banking products and services.
- Ability to work in a fast-paced environment.

Benefits:

- Competitive salary and performance-based incentives.
- Health and wellness programs.
- Opportunities for professional development and career advancement.
- Comprehensive insurance coverage.
- Employee assistance programs.

How to Apply:

Interested candidates should submit their updated resumes and cover letters. Please include Customer Service Representative Application in the subject line.

[Apply to Stanbic IBTC Bank Job Application](#)

Hiring organization

Stanbic IBTC Bank

Employment Type

Full-time

Industry

Financial Services

Job Location

Walter Carrington Cres, Victoria Island, 106104, Lagos, Lagos, Nigeria

Working Hours

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Date posted

January 29, 2026

Valid through

01.02.2026

Stanbic IBTC Bank is an equal opportunity employer. We encourage applications from candidates of all backgrounds and experiences.