

We are Hiring!



Application Deadline
21 May 2026

Join a leading international bank
and drive your career forward

Officer, Inbound, Voice & Virtual



Location: Dhaka, Bangladesh



Job Type: Permanent, Office-based



Role Summary

To deliver excellent customer service by handling inbound voice and virtual interactions, providing accurate information, resolving queries, and supporting customers with their banking needs while achieving individual and team targets.



Key Responsibilities

- Handle inbound calls and virtual queries in a professional and timely manner
- Provide information about bank products and services
- Resolve customer complaints and ensure high service quality
- Identify cross-selling opportunities and achieve assigned targets
- Maintain accurate records of customer interactions in the system
- Follow compliance and risk policies while dealing with customers
- Work collaboratively to achieve team goals and service standards



Eligibility Criteria

- Bachelor's degree in any discipline
- Freshers are highly encouraged to apply
- Excellent communication skills
- Strong interpersonal and customer handling skills
- Positive attitude, problem-solving ability and willingness to learn
- Ability to work in a team environment and meet performance targets



What We Offer

- Competitive salary and performance bonus
- Comprehensive training and career development
- Opportunities to grow in a leading international bank
- Inclusive and collaborative work environment



Here for good

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Do the
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