



Senior Customer Service Executive

Company: First Ally Capital Limited

Experience Level: 3–5 years

Location: Lagos

About the Role

As a Senior Customer Service Executive at First Ally Capital, you will play a critical role in delivering exceptional service across our multi-brand portfolio, which includes asset management, trusteeship and fintech solutions. You will be responsible for managing escalated client issues, enhancing service quality, and driving a client-centric culture that reinforces the trust our customers place in us.

You will work closely with cross-functional teams to ensure service excellence, proactively address recurring challenges, and implement improvements that strengthen customer satisfaction, loyalty, and retention.

Key Responsibilities

Customer Service Leadership

- Take ownership of complex or escalated customer enquiries across subsidiaries and product lines.
- Provide high-level support for clients, ensuring swift and effective resolution.
- Act as the point of contact for sensitive client concerns, ensuring prompt resolution within agreed timelines.
- Maintain exceptional service standards across all communication channels (phone, email, in-app, and social media).

Operations & Service Improvement

- Identify recurring service pain points and work with relevant teams to implement sustainable solutions.
- Develop and maintain internal Service Level Agreements (SLAs) for client support, ensuring adherence across all teams.
- Monitor and report on service performance, customer satisfaction, and resolution metrics to guide strategic decisions.
- Ensure compliance with all regulatory requirements and internal service policies.

Cross-Functional Collaboration

- Partner with other teams including Operations, E-Business, Digital Marketing, Product, and Sales to ensure that customer feedback informs business decisions.
- Support the rollout of new products, services, and initiatives by aligning customer service processes to meet launch objectives.
- Coordinate with third-party service providers to maintain quality, uptime, and service consistency.

Reporting & Insights

- Prepare clear and concise reports highlighting service trends, complaint categories, and recommended process improvements.
- Provide actionable insights from customer feedback to shape product development and service enhancements.

Requirements**Experience & Education**

- Minimum of 3–5 years' experience in customer service, preferably within financial services, fintech, or investment management.
- Proven track record of handling escalations and managing multi-channel client communications.
- BSc in Business Administration, Communications, Finance, or a related field.
- Experience working with High Net-Worth Individual (HNI) clients is an advantage.
- Familiarity with Nigerian financial regulations will be an asset.

Key Skills & Competencies

- Strong customer relationship management skills with a client-first mindset.
- Excellent verbal and written communication skills.
- Proficiency in CRM platforms (e.g., Zoho) and CPaaS tools.
- Critical thinking and problem-solving abilities.
- Strong organisational and time management skills with the ability to manage multiple priorities.
- Calm, professional, and solutions-driven approach under pressure.
- Attention to detail and commitment to process improvement.