



EXCITING CAREER OPPORTUNITIES AT ABC BANK LIMITED

ABC Bank is a leading commercial bank providing long term careers to deserving professionals. We are seeking to recruit dynamic, creative and self-oriented professional for the following position:

RELATIONSHIP MANAGER – RETAIL (MOMBASA BRANCH)

- Liaison between Retail customers and the Bank, through product, service performance and communication with clients and to ensure that the customers' requirements are met through product attributes, service expectations and price sensitivities.
- The Job exists to maintain close relationship between the Bank and its customers.

REPORTING TO: BRANCH MANAGER

Key Responsibilities

- Business Development

Expected Results

1. Increased Earnings for Banking
2. Increase facility utilization
3. Increased usage of Bank Products through Cross selling

- Customer Relations

Expected Results

1. Growth in Customer numbers
2. Customer Retention
3. Client Research
4. Problem Resolutions

- Maintenance of Loan Book/Liability Book

Expected Results

1. Manage out of order Accounts
2. Maintain good book from turning Non performing
3. Increased Profits
4. Track Audit rating for portfolio

- Compliance with regulation and regulation

1. Compliance with general banking and credit policies and procedures

- Participate in ABC Change programmes, governance and CSR programmes

1. Participate in ABC CSR activities.

Minimum Qualifications, Knowledge and Experience

- Business related degree with an MBA as an added advantage.
- Or equivalent experience in banking

Professional Qualifications

- AKIB Diploma preferred
- CPA-K/ CPS/ACCA and above preferred

Level of Experience

- The person should have 5 years proven experience and track record in establishment and management of Banking solutions

Key Competencies & Skills:

- Competence in credit skills, product development, sales and negotiations.
- Passion and commitment to quality service performance
- Excellent organizational, planning and analytical skills
- Financial analysis
- Computer literacy
- Trade finance
- Selling and Negotiation skills
- Good interpersonal skills
- Good communication skills.

Applications indicating how your experience matches the position requirements and attaching detailed CV indicating current position, salary and names and contacts of three referees should be forwarded to: hr@abcthebank.com or talk2us@abcthebank.com .

Only short listed candidates will be contacted. Canvassing will lead to automatic disqualification.