



ABC BANK

EXCITING CAREER OPPORTUNITY

ABC Bank is a mid-sized, award-winning indigenous bank with 30 years of experience. It operates a network of 12 branches and has carved a special niche in providing focused financial services and solutions to a wide range of client base who include individuals, Small and Medium Enterprises, Corporate Organizations, Saccos, Learning Institutions, Religious Institutions and service providers for various economic sectors.

We are seeking to recruit dynamic, creative and self-oriented professionals who will be based in our Eldoret, Nakuru and Libra Branches for the position advertised below:

RELATIONSHIP OFFICER - RETAIL BANKING

The incumbent will be responsible for growing liability, asset and cash management solutions for our Retail banking target clientele.

Key Responsibilities

- Develop the Retail banking customer base and expand the unit's business growth through marketing of the bank's products and services
- Achievement of set revenue target/overall departmental budgets through aggressive customer acquisition, efficient product delivery, offering a diverse range of products and excellent customer service
- Develop more business from the existing clientele - i.e. increase share of wallet by cross selling all personal & Business banking products to all the existing and potential customers
- Enhance sales in all other third party products for fee based earning.
- Preparation of all reports required to monitor work progress - daily, weekly and monthly
- Carrying out market research to monitor competitor activity and initiating product improvements to meet the changing consumer needs
- Coming up with customer service initiatives that will boost service and business growth
- Prepare and submit credit proposals in conformity with Credit Policy guidelines and requirements in liaison with the Senior Credit Analyst and maintain a high standard of credit analysis
- Manage customer queries, complaints and other correspondence in a timely manner and within set standards for customer satisfaction

Minimum Qualifications, Knowledge Experience& Key Competencies

- A degree in Business or Marketing related course from a recognized University.
- Diploma in Marketing, Credit Management /Professional qualifications (CPA, ACCA, AKIB).
- Experience of 2 - 4years in Business Banking.
- Well versed with KYC/AML compliance requirements.
- A Proven record in the delivery of business targets.
- Excellent communication skills both written and oral.
- High level of integrity.
- Excellent sales and negotiation skills, with the ability to establish and develop relationships.
- Excellent customer service and interpersonal skills.
- Analytical and problem-solving skills.
- Proven planning, co-ordination and time management skills.
- Computer skills in word -processing, presentations and statistical analysis.

If you believe you meet the above requirements, send your application together with a detailed CV indicating how your experience matches the position requirements and indicate current position, current salary, names and contacts of three referees.

Please send your application on or before **7th October 2016** to the following address recruitment@abcthebank.com. Please indicate the position applied for as the subject /title of the email.

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