



## RELATIONSHIP MANAGER: DIASPORA BANKING

Are you a dynamic, result oriented, agile and commercially astute business driven person? If you're excited by the idea of making a quantum impact in a challenging and erudition environment this might be your dream job.

Reporting to the Head of Diaspora Banking, the candidate will be liaison person between the Diaspora customers and the bank and ensure growth of the business value and profitability in order to maximize the bank's revenue.

### **As a Relationship Manager Diaspora Banking, the Role holder will:**

- Ensure Diaspora business growth for the ABC Bank Group of Companies by growing the wallet share of group products within Diaspora banking and cross-sell other products and services of the group to achieve portfolio growth and enhance value-added relationship with existing customers
- Acquire new Diaspora customers as per the criteria outlined in the segment value proposition and reflected by the segment strategy and sales targets
- Ensure business growth within the given portfolio as handed over by the various Diaspora agents
- Establish contacts with agencies systematically and procure business from them. Working with different Government agencies such as Youth Development Fund, Foreign Affairs Ministry, and Kenyan Missions abroad especially in Europe & North America to gain exposure to the Kenyans abroad
- Recognizing and referring cross-sell opportunities amongst all the clients within the Diaspora portfolio
- Consistently meet or exceed sales budget for loans, deposits, revenue and Products per Customer (PPC)
- Maintain a well-developed working knowledge of the complete line of products and services offered, taking responsibility to keep up to date and request assistance for further development needs
- Provide a customer experience that is consistent across all customer touch points, among the leaders in the financial services industry in terms of customer satisfaction, loyalty, and retention and provide a differentiated experience from other providers in the market place
- Promote excellent customer relations by consistently providing premier customer satisfaction with a friendly demeanor, can-do attitude, and willingness to help at all times, providing professional resolution of problems/issues
- Manage and adhere to the KYC and AML policy
- Ensuring achievement of Total Quality Management
- Bachelor's Degree or Masters in Finance or equivalent
- At least four years' experience in a similar role
- Excellent interpersonal and communication skills
- Strong sales skills
- Diaspora experience including studying, working and living overseas is highly preferred
- Ability to work under minimum supervision
- Ability to travel abroad for Diaspora Market Activations

### **Skills, Competencies and Experience**

The successful candidate will be required to have the following skills and competencies:

- Bachelor's Degree or Masters in Finance or equivalent
- At least four years' experience in a similar role
- Excellent interpersonal and communication skills



- Strong sales skills
- Diaspora experience including studying, working and living overseas is highly preferred
- Ability to work under minimum supervision
- Ability to travel abroad for Diaspora Market Activations

**How to apply:**

If you fit the profile, then apply today! Please forward your application enclosing detailed Curriculum Vitae to: [recruitment@abcthebank.com](mailto:recruitment@abcthebank.com) by 20<sup>th</sup> April 2021.

ABC Bank is an equal opportunity employer.