



*Amazingly Better Choice*

## **EXCITING CAREER OPPORTUNITIES AT ABC BANK LIMITED**

ABC Bank is a leading commercial bank that has been in existence for the last 38 years. The Bank is seeking to recruit a dynamic, creative, self-driven and highly motivated experienced professional for the below position.

### **RELATIONSHIP MANAGER - RETAIL BANKING**

Reporting to the Branch Manager, within the Retail Banking Department, the incumbent will be responsible for growing liability products and cash management solutions for 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 departments' 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
- Identifying and developing new profitable business relationship.
- 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).
- More than 5 years banking experience and at least 4 must be in business banking.
- Well versed with KYC/AML compliance requirements.
- A Proven record in the delivery of business targets.
- Excellent sales and negotiation skills, with the ability to establish and develop relationships.
- Excellent customer service and interpersonal 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. Please send your application on or before **11<sup>th</sup> October 2022** on the following address [recruitment@abcthebank.com](mailto:recruitment@abcthebank.com). Please put the position applied for in the application as the subject of the email.

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