



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 – NAKURU BRANCH

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 within Nakuru and its environment.

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 **15th February 2024** on the following address 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.***