



Branch Manager Job Advert

Position – **Branch Manager**

Reports to: **Head of Operations/ Branches**

Education/Experience.

- A minimum of a Bachelors' degree from an accredited University,
- A minimum of three years' experience in similar a position working in a financial institution.

Special/Person Abilities.

- Excellent interpersonal skills, presentation and written communication skills
- A self- starter who can operate both individually and as part of a team
- Analytical mind, good attention to detail, problem solving, good time management skills and the ability to multi-task work under pressure
- Ability to self-motivate, be resilient and effectively enable the change and adherence to policies and regulatory statutory standards

Key Responsibilities

- Provide leadership and supervision of the Branch Staff
- Responsible for achievement of the branch's loan portfolio growth, quality Portfolio at Risk (PAR) and deposit targets.
- Monitor and Implement Branch Operational performance strategies in regards to the growth of business, profit and cost optimization.
- Responsible for the overall performance management of staff at the branch, ensuring individual staff targets, clear performance guidelines are set are set and discussed and corrective measures are taken on poor performance.
- Ensure efficient customer service delivery by maintaining positive customer relationships and timely handling of customer complaints, queries and following up at later dates.
- Ensure the branch team has sufficient product knowledge so as to avoid product miss sales and conduct branch meetings
- Achieving satisfactory branch audit grades by monitoring the control environment, making sure audit findings are resolved on time and reports on branch operational performance are maintained on a daily, weekly and monthly basis.
- Provide advice on the business opportunities within the branch environment to top management.
- Responsible for making sure that bank policies and management decisions concerning the bank's business practices are known and adhered to by all branch staff.
- **Any other duties assigned by the supervisor in line with the role**



Sales Executives Job Advert

Position – **Sales Executive**

Reports to: **Head of Marketing**

Education/Experience.

- Bachelors' degree from an accredited University in Business administration with a major in Marketing/Management related field
- A minimum of two years' experience in a similar position working in a financial institution.

Special/Person Abilities.

- A self- starter who can operate both individually and as part of a team
- The ability and desire to sell.
- Excellent communication skills.
- Appositive, confident and determined approach.
- Resilience and the ability to cope with rejection.
- A high degree of self-motivation and ambition.
- The skills to work both independently and as part of a team

General Role

Identifies business opportunities, prospects and evaluating their position in the industry, researching and analyzing sales options. Sells bank products/services by establishing contact and developing relationships with prospects and recommending solutions.

Key Responsibilities

- Identifies business opportunities by identifying prospects and evaluating their position in the industry; researching and analyzing sales options.
- Sells bank products/services by establishing contact and developing relationships with prospects and recommending solutions.
- Maintains relationships with clients by providing support, information, guidance, researching and recommending service improvements.
- Identifies product improvements or new products by remaining current on industry trends, market activities, and competitors.

- Prepares weekly/monthly/quarterly individual sale call reports as expected and submitting them to administrator marketing for analysis purposes.
- Assist administrator marketing in conducting market surveys/research by collecting, analyzing, and summarizing information for decision making purposes.
- Maintains quality service by establishing and enforcing organization standards.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.
- **Any other duties assigned by the supervisor in line with the role**



Business Development Manager Job Advert

Position – **Business Development Manager**

Reports to: **Head of Marketing**

Education/Experience.

- Bachelors' degree from an accredited University in Business administration/Economics with a major in Business development/Marketing/Management related field
- A minimum of five years' experience in similar position working in a financial industry.

Special/Person Abilities.

- Excellent communication and IT skills.
- The ability to get on with people at all levels and influence them.
- Strong problem-solving and creative skills.
- Ability to stay calm under pressure and keep to deadlines.
- Strong sales and negotiation techniques.
- Team working and leadership skills.
- Attention to detail.

General role

Responsible for developing the business side of an organization, Identify rising business opportunities and build long-term relationships with prospects, evaluate the current performance of the business and find ways to help the business reach its full potential.

Key Responsibilities

- Required to spend a large amount of time visiting bank clients and attending Networking events to identify new business opportunities for the bank
- Working hand in hand with Head Marketing in developing growth strategies and plans
- Working hand in hand with Head Marketing in managing and retaining relationships with existing clients
- Working hand in hand with Head/Supervisor marketing in increasing client base
- Assisting Head marketing in proposal writing and product write-ups which requires having an in-depth knowledge of business products and value proposition.

- Identifying and mapping bank SWOT, aligning the analysis to customer needs and helping in designing offers to enhance business growth.
- Working hand in hand with Head of Marketing in researching business opportunities and viable income streams, presenting them to management for possible execution and reporting on successes and areas needing improvements.
- Responsible for coordinating and monitoring and managing department asset portfolio in liaison with credit department, and compiling quantifiable report to ascertain department contribution in that aspect.
- Responsible for drafting and reviewing contracts on behalf of marketing department in liaison with Legal department
- **Any other duties assigned by the supervisor in line with the role**



Customer Retention Manager Job Advert

Position – **Customer Retention Manager**

Reports to: **Head of Marketing**

Education/Experience.

- Minimum requirement of a Bachelors' degree from an accredited University in Business administration with a major in Marketing/Management related field
- 5 years' experience in the related area as an individual contributor/1 to 3 years supervisory experience may be required.

General role

Manages all customer retention activities through formulating customer satisfaction strategies and improvement plans.

Special/Person Abilities.

- Excellent interpersonal skills, presentation and written communication skills
- A self- starter who can operate both individually and as part of a team
- Analytical mind, good attention to detail, problem solving, good time management skills and the
- Negotiation skills

Key Responsibilities

- Manages and keeps an updated record on all customer bank accounts and ensures that they are in an active status, maintains records on reactivated accounts and prepares a monthly report to Head of marketing detailing quantifiable results on the number of accounts activated and deposit levels.
- Takes initiative in customer satisfaction via process improvement plans and efficient reporting and flow of information.
- Maintains Customer relationships, participates in developing department budgets, monitors department expenses and prepares quarterly budget analysis report to control costs
- Manages sales staff in day-to-day performance of their activities in line with bank required customer satisfaction standards
- Ensures that project/ departmental milestones/ goals are met and adhering to approved budgets
- Have full responsibility for guiding staff on retention strategies and their implementation to achieve mission/ vision goals.

- Responsible for training all staff on customer retention strategies, applicability and consistency in conformity with customer service required standards.
- Finance perspective: Able to analyze and prepare marketing function financial data. This includes preparation and analysis of business modules when required.
- **Any other duties assigned by the supervisor in line with the role**



IT Officer Job Advert

Position - **IT Officer**

Reports to: **IT Senior Banking Officer**

Education/Experience.

- Minimum requirement of a Bachelors' degree in Computer Science or Information Technology from an accredited University
- CCNA Certification and Knowledge of programming Languages.
- Practical experience in the above fields is an added advantage.

Special/Person Abilities.

- Demonstration of analytical skills with attention to detail
- Good time management and ability to work under pressure
- Excellent coordination, interpersonal and communication skills
- Ability to self motivate and work as part of a team

General Role

Timely Monitoring, controlling and maintaining of the day to day operations of the entire bank's ICT systems/network.

Key Result Areas

Providing daily I.T support in areas of network, backups, hardware, software installations, data management, support end-users and customer e transaction management and dispatch.



Junior Banking Officer Job Advert

Position - **Junior Banking Officer**

Reports to: **Senior Banking Officer**

Education/Experience.

- Minimum requirement of a Bachelors' degree in Business studies, Economics, Marketing, Finance, Accounting and other related disciplines from an accredited University
- Working experience is an added advantage.

Special/Person Abilities.

- Good time management and ability to work under pressure
- Excellent communication and presentation skills
- Ability to self-motivate and work as part of a team

General Purpose

The officers that will be selected shall be assigned from time to time Teller roles, Credit, Customer Care among others.