

VACANCY



Job Title: RELATIONSHIP MANAGER, SME

Reporting to: HEAD, SME

Job Summary

To market the Bank's products and manage customer relationships through pro-active and consultative approaches with an aim of acquiring profitable new Banking liability business through the creation, development and maintenance of high quality customer advisory relationships and customer loyalty programmes towards the realization of the bank's mission and vision

Major Duties and Responsibilities	Min. Education Qualification
<ul style="list-style-type: none">• Identify, generate, convert, monitor business leads and opportunities into highly profitable clients.• Provide tailored advice to customers and produce clear account plans linked to the customer strategy.• Maintain and build a portfolio of customers with an acceptable risk to reward ratio, and work within the confines of the risk management framework.• Drive and deliver exceptional sales performance by identifying and meeting customer needs through selling and cross selling of SME Products & services.• Participate in the preparation of annual marketing plans and strategies for financial products generation to enable achievement of targeted growth objectives.• Establish and maintain effective relationships with new and existing customers, establishing their needs and attending on the suitability of services.• Provide feedback on effectiveness /review of current customer processes.• Ensure that the Bank's/Regulatory authority, policies and guidelines are complied with at all times.• In co-ordination with the Head SME, implement and track customer financial plan.• Contribute to the effective launching of new products to ensure favorable market response and optimum build-up of revenue.• Build positive working relationships and coordinate activities with other departments to ensure seamless customer service.• Ensure Effective and timely customer service delivery.	<p>A University degree in Business Administration, Finance, Economics or Management.</p>
	Experience
	<p>A minimum of 5 years relevant work experience</p>
	Key Required Skills
	<ul style="list-style-type: none">• High level of integrity• Excellent communication skills• Strong sales/cross-selling skills• Good motivational and training skills• Strong product knowledge• Attention to details• Analytical Skills• Strong negotiation skills• Problem solving abilities• Networking skills

Interested candidates who meet the criteria indicated above are requested to send their applications, and updated Curriculum Vitae to the following email: rajab.mbulabwikyo@orient-bank.com

Deadline is 2nd October, 2020 at 5:00pm

Note: Only shortlisted candidates will be contacted