

AN EXCITING CAREER OPPORTUNITY

Credit Bank Limited, a well-established commercial bank, has embarked on a robust growth strategy and is looking for a dynamic, highly creative and technology savvy proactive Kenyan professional with strong credentials and relevant work experience to fill the below vacancies who will be stationed at various branch locations.

RELATIONSHIP MANAGERS - BUSINESS

The incumbents will be responsible for growth of business in terms of liabilities (customer deposits) and assets (customer loans), customer base and income which includes continuous enhancement of the breadth and depth of product lines to achieve and sustain competitive positioning in the respective target markets. He/she will be required to provide effective account relationship management resulting in optimization of customer satisfaction, retention and wallet share through selling multiple solutions from the entire bank's products and services range.

Main Duties:

1. To achieve Banking targets for new customer acquisition, customer relationship growth and market share.
2. Develop a customer database for prospective customers.
3. To identify selling opportunities in the marketplace.
4. Work with branch network to ensure distribution of Banks asset & liability base by product.
5. Active management of expensive deposits.
6. Execution of business plans and strategies for Business Development Department
7. Management of costs associated with the sales strategy and relationship growth.
8. Work with Shared Distribution external service providers to ensure that customers are provided with a one-stop convenient, efficient, and reliable total banking and financial service.
9. Work with the Credit Department to effectively deliver a cost-efficient, timely and competitive approval & processing capability.
10. Recommend changes required to meet target customers' expectations whilst fully in compliance with Bank policies.
11. To enhance team development through interaction with other business segments and cross training on Banking products and initiatives.
12. Ensure that Anti Money Laundering and KYC requirements are adhered to.

Minimum qualification and experience required:

- Must have a Bachelor's degree from a recognized university.
- At least 8 years' experience in Banking operations with at least 2 years in relationship management/business development.
- Experience in the Banking industry is desirable

Key Competencies

- Must be self - driven with strong interpersonal and communication skills.
- Must be results oriented and can work with minimal supervision.
- Must be very innovative and possess good marketing skills.
- Must have strong report writing
- Must have strong negotiation skills with demonstrated sales results
- Proven leadership, financial analysis and inter-personal skills, with an overall customer centric focus and orientation.
- Commercial awareness