

ECOBANK CAMEROUN S.A.
is recruiting

Relationship Manager, Classic

ready to work across the national territory.

The position is based in Douala.

Job grade : 5 - Job level : 3B

Permanent Contract

JOB PURPOSE

- To deliver high quality service and customer retention approach to managing client relationships to enhance product sales and new client growth targets.
- To deliver on agreed individual targets for
 - Deposit growth,
 - Revenue generation
 - product sales (Cross selling)
 - new client acquisition,
 - Digital products sales, (Mobile App, Ecobank Online)
 - Loan portfolio management

KEY RESPONSABILITIES

BUSINESS AND FINANCIAL PERFORMANCE

- Proactively develop client relationship, anticipate and provide solutions to client needs and give high priority to client satisfaction, with responsibility for meeting or exceeding agreed performance targets and objectives.
- Work to onboard clients and develop portfolio through the sales of direct banking products and services
- Ensure that client instructions are duly served by applying all standard checks and controls in coordination with other departments.
- Achieve a satisfactory level of knowledge of Classic Banking products and services.

CUSTOMER EXCELLENCE

- Handle client queries of day to day nature and assist in resolving clients issues

LEADERSHIP AND PEOPLE MANAGEMENT

- Track and provide weekly reports on Portfolio performance at RM level
- Team Player

PROCESS CONTROL AND OPERATIONAL PERFORMANCE

- Ensure full adherence to Operational Risk and Compliance guidelines e.g. KYC and anti-money laundering measures.
- Constantly monitor credit portfolio to ensure maximum of 3% NPL.

STRATEGIC INITIATIVES

- Lead strategic initiatives that will create business growth

JOB SCALE

Reporting to:

- Head Direct Banking

JOB PROFILE

EXPERIENCE & QUALIFICATIONS

- At least 3 years' experience in Banking, Marketing or Sales in FMCG organization
- Sound business product knowledge and people development performance record
- Good Understanding of operations, technology and customer services to drive the Classic banking business.
- Bachelor's/Master's degree preferably in Finance, Accounting, Business Administration, Marketing or related field of study
- Fluent in English & French.

SKILLS & CAPACITIES

- Customer/market orientated and Networking
- Ability to establish direction and drive execution
- Excellent at delivering and owning results
- Strong interpersonal, influencing and communication skills

APPLICATION PROCESS

Please submit your CV and motivation letter to ECM-Recruit@ecobank.com latest **May 12th, 2024, at 5pm prompt** with the subject « **RELATIONSHIP MANAGER, CLASSIC** »

NB: Only applications matching with the desired profile will be contacted

Ecobank Cameroon is an equal opportunity employer and will not discriminate on the basis of gender, religion, ethnicity, physical ability, etc...

Visit our website at www.ecobank.com