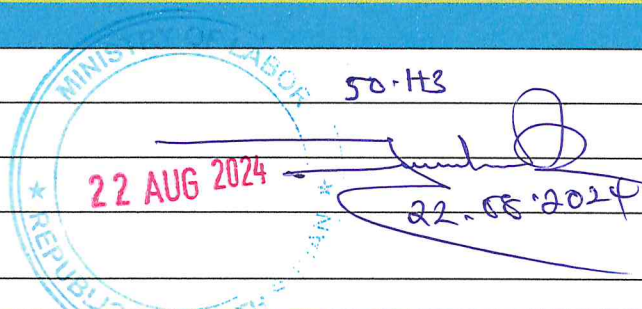


## JOB OPPORTUNITY

### GENERAL JOB INFORMATION

Job Title	Relationship Manager
Reports to	Head, Commercial Banking
Location	Juba, South Sudan
Direct Reports	Nil
Number of positions	1



### JOB PURPOSE

Bank relationship manager makes sure that clients are provided with information on the different ways in which banking products and services can help them meet their specific financial goals. Provide excellent client services, ensuring that all clients are satisfied completely.

### KEY RESPONSIBILITIES

#### Responsibility

- Deliver sales, revenue, deposit, risk asset, targets and efficiency ratio.
- Prepare and deliver on approved budgets for CMB.
- Maintain target market name for CMB.
- Analyse sales and retention processes, identify and monitor new business opportunities through the analysis of MIS and industry and local knowledge.
- Brief CMB Head and Branch Managers on product and promotional launches and provide regular feedback on branch and CMB Head.
- Track and maintain performance records including sales tracker, deposits, risk assets, provisions, incomes, costs and all relevant performance indicators on a daily, weekly, monthly, quarterly and annual basis including reconciliation with financial control.
- Manage local relationship under the guidance of CMB head.
- Conduct two customer calls per day.
- Do regular review and analysis of customer's portfolio.
- Manage CMB relationship to ensure smooth running of the accounts.
- Conduct evaluation of clients account performance.
- Advice on areas such as service enhancement within the CMB.
- Implement marketing strategy to develop existing portfolio and also development of new opportunities.
- Develop executive contact plan and arrange meetings with the CMB team and Branch.
- Prepare and agree with CMB on Account plan in line with the business strategy.
- Understand customers need and provide with products and services to satisfy customer's needs and achieve business objectives.
- Ensure delivery of excellent customer services to both external and internal customers within agreed service levels.
- Achieve minimum of 3 products per customer and wallet share targets.
- Achieve minimum customer satisfaction rating of 'very satisfied'.
- Maintain excellent external and internal relationships to support good communication and resolve problematic issues.
- Establish close relationships with key business partners i.e., Operations & Technology, Ecobank, Corporate Bank and Finance, Treasury.
- Any other Business from time to time.

### JOB PROFILE



### Skills, Capabilities & Personal attributes

- Business Acumen
- Excellent interpersonal and Communication skills
- Strong analytical and problem-solving skills
- Collaboration
- Relating & Networking
- Leading & Supervising
- Reliability & Maturity

### MINIMUM QUALIFICATION

- BSc degree in Finance, Business Administration or relevant field
- Minimum of 3 years of proven work experience as a banking relationship manager or a similar role in the banking industry
- Experience in customer service or client facing role
- Ability to manage multiple client relationships.

### APPLICATION PROCESS

If you believe you are the right candidate for this job please email your application letter, updated cv, other accompanying academic certificates and South Sudanese nationality certificate to [hrrecruitment@ecobank.com](mailto:hrrecruitment@ecobank.com) not later than **11<sup>th</sup> September 2024** at **5:00 PM** South Sudan local time.

### IMPORTANT NOTICE:

- This position is only open to South Sudanese nationals
- Ecobank is an equal opportunity employer
- We thank you for your interest to work for Ecobank Limited, however, note that only short-listed candidates shall be contacted for interviews.

