



Job Title:	RELATIONSHIP MANAGER	Name:	
Organization Function:	CORPORATE AND COMMERCIAL BANKING	Job grade:	
Organizational Level:		Location:	HQ
<p>Reporting Relationships</p> <ul style="list-style-type: none"> • Functionally reports to: Head Corporate and Commercial Banking • Administratively reports to: Head Corporate and Commercial Banking <p>Job objective(s)</p> <ul style="list-style-type: none"> • Build and maintain relationships with new and existing customers with the aim of selling the Bank's products to the corporate companies <p>Duties & Responsibilities</p> <ul style="list-style-type: none"> ▪ Maximize account profitability by selling other products and services to the banks customers ▪ Drive collections in customer's account which will be used for FX and other businesses. ▪ Identify and develop conglomerates banking relationships ▪ Ensure proper documentation throughout the credit application and availment process ▪ Sourcing for and monitoring of customer's tenured investment or facilities. ▪ Respond promptly and satisfactorily to customer's daily request and complaints. ▪ Prepare weekly and monthly statistics/performance reports for management use. ▪ Monitoring of the customer's main account regularly ▪ Reconcile all transactions on customer's accounts where and when necessary. ▪ Initiate and carry out recovery action on non-performing credits facilities ▪ Maintain comprehensive database of the customers operational records including the existing and prospective customer data ▪ Perform other duties as assigned by the Head Corporate and Commercial banking. <p>Key Performance Indicators</p> <ul style="list-style-type: none"> • Actual Deposit growth against budget • Achievement of PBT (profit) budget • Timeliness in delivering revenue generation reports • Number of Corporate accounts opened per annum • Timeliness & effectiveness in completion of assigned tasks • Efficiency level at executing scheduled and ad hoc assignments • Effectiveness establishing new relationships • Targets Assigned Vs Actual 			



Minimum Education Qualifications

Education

Bachelor's Degree in any field, master's degree and professional certification is an added advantage.

Experience

Minimum 4years in Relationship Management/ Marketing experience; Credit Experience.

Key Competency List

Knowledge

- Internal Processes and policies of the bank
- Good understanding of financial services sector
- Bank Products

Skill/Competencies

- Interpersonal skills
- Advisory skill
- Strategic Thinking
- Relationship Management
- Negotiation & Analytical skill
- Product Development
- Leadership skill
- Selling & Marketing skill

I, _____ have read and understood my job descriptions, and I hereby promise to deliver accordingly.

Signature

Date

Approved by:

Name

Signature

Date