



1. JOB TITLE: Relationship Manager; Trade Finance Services- 2 positions

Requisition ID 1568

Reporting line- Manager; Trade Sales

Location- Head Office

Job Summary

Identifying and generating “new to bank” income by driving trade finance income agenda directly or through the Coverage teams by understanding the broader strategy and translating this into operational objectives.

Key responsibilities:

- Accountable for Trade Finance(on and off-balance sheet) clients' transactions service and income thereof.
- Ensure organic trade income growth throughout the trade finance portfolio ensuring repeat limit utilizations for the existing clients.
- Conduct regular branch and client visits to resolve customer queries and raise trade business awareness.
- Retain existing clients by ensuring the best client services through effective communication and alertness to their service issues.
- Arrange and facilitate meetings with key members of potential customer management.
- Assist in collecting required documents for conducting the assessment of financing applications.
- Follow up with potential customers and ensure completion of documentation requirements.
- Liaise with Trade Finance Operations for efficient transaction processing to ensure superior customer service by minimizing complaints and disputes.

- Liaise with Business Analysts/Credit Team during the assessment and due diligence process and assist as needed.
- Follow up with customers on a periodic basis to review existing trade finance facilities and discuss the need for extension / additional facilities.
- Collaborate with several other units/departments e.g. Treasury, Business Banking etc. to ensure clients receive quality service/solutions;
- Ensure Compliance with internal and external guidelines on Trade Finance activities.
- Facilitate and advise training to product managers– in addition, to play a strong catalyst role to Relationship Managers and branches to support product take-up and usage.
- Monitor Trade Finance approved limits utilization on a daily basis by analysing which clients have existing room in their limits and reasons for less utilization
- Deliver the financial plan by managing the Corporate portfolio to generate strong growth and good, sustainable returns.
- Drive Trade Finance Income from Public Sectors, Corporates, Institutional and Agric clients.

Experience, Knowledge and Skills Requirements

- Bachelor Degree in Bachelor's Degree in Business Administration, Finance and related field from a credible university.
- Minimum of 5 years of banking experience in trade finance.
- Trade products knowledge.
- Good exposure and market awareness in Trade finance.

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**2. JOB TITLE: Relationship Manager;
Digital - 2 Positions**

Requisition ID 1582

Reporting line- Senior Manager; Transactional Banking

Location- Head Office

Job Summary

Responsible for business growth and sales of digital solutions to clients including Government, Corporate, Institutions, and other business segments in the areas of

receivables products/transactional businesses. Drive and implement transactional banking strategy focusing on promoting digital use and identifying opportunities to ensure sustainable growth of transactional banking income

Key responsibilities:

- Acquire digital transactional businesses to maximize Non-funded Income.
- Solicit business from existing and new customers by increasing digital channel utilizations.
- Discuss customer needs; gather customer information and advice on Bank services/products.
- Conduct regular branch and client visits to solicit new business with a view to increasing the organic flow of NFI/or transactional volume and retaining clients.
- Participate in driving and implementing the strategy for transactional digital business growth.
- Participate in organizing and delivering client marketing and sales programs for transactional digital offerings/products.
- Participate in Packaging/structuring of transactional digital products/programs to meet specific clients' product requirements.
- Arrange and facilitate meetings with key members of potential customer management.
- Follow up with potential customers and ensure completion of documentation requirements.
- Liaise with operations for efficient transaction processing to ensure superior customer service by minimizing complaints and disputes.
- Liaise with Business Analysts/Credit Team during the assessment and due diligence process and assist as needed.
- Collaborate with several other units/departments e.g. Treasury, Corporate banking, Operations, Finance, Compliance, Marketing and Customer experience
- Regular reviews of digital platforms to identify gaps
- Ensure compliance with internal and external Guidelines on transactional business activities.
- Review and provide feedback on client satisfaction surveys, and respond to customer complaints.
- Analyse and report Transactional Banking performance and profitability.
- Perform any other related duties as may be assigned from time to time.

Experience, Knowledge and Skills Requirements

- Bachelor Degree in Bachelor's Degree in Business Administration, Finance and related field from a credible university.
- Minimum of 3 years experience in promoting digital use of transactional banking products.
- Relationship Management skills.
- Project management skills.

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3. JOB TITLE: **Implementation Specialist**

Requisition ID 1583

Reporting line- Manager; Technical Implementation

Location- Head Office

Job Summary

Responsible for business implementations of sales solutions to clients including Government, Corporate, Institutions, and other business segments in the areas of receivables, payables, trade finance and liquidity management solutions per agreed products/solutions with clients.

Key responsibilities:

- Implement solutions to clients per sales/agreements.
- Perform post-implementation reviews to ensure the sustainability of solutions.
- Ensure prices are charged per sale/agreed with clients with no leakage of income.
- Solicit business from existing and new customers by increasing digital channel utilizations.
- Discuss customer needs; gather customer information and advice on Bank services/products.
- Conduct clients and staff awareness/training for the new systems/solutions to be/deployed.
- Conduct regular branch and client visits to solicit new business with a view to increasing the organic flow of NFI/or transactional volume and retaining clients.
- Participate in driving and implementing the strategy for Transactional digital business growth.
- Participate in organizing and delivering client marketing and sales programs for transactional digital offerings/products.
- Arrange and facilitate meetings with key members of potential customer management.
- Follow up with potential customers and ensure completion of documentation requirements.
- Liaise with operations for efficient transaction processing to ensure superior customer service by minimizing complaints and disputes.
- Collaborate with several other units/departments e.g. ICT, Treasury, Corporate banking, Operations, Finance, Compliance, Marketing and Customer experience

- Regular reviews of implemented solutions to identify gaps and suggest ways to fix them
- Ensure Compliance with internal & external Guidelines on transactional business activities.
- Review and provide feedback on client satisfaction surveys, and respond to customer complaints.

Experience, Knowledge and Skills Requirements

- Bachelor Degree in Bachelor's Degree in Business Administration, Finance and related field from a credible university.
- Minimum of 3 years experience in business implementations of sales solutions to clients.
- Relationship Management skills.
- Project management skills.

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