

JOB ADVERT

Position: Divisional Head – Retail Banking (Marketing Role)

Direct Report: The Managing Director

Divisional Functions:

- Ensure effective supervision of all Groups in the Division towards the ultimate delivery of the Division's financial and non-financial targets of account acquisition, deposit mobilization, retail loans processing, managing quality assets, excellent customer service and growing PBT in line with set target

Summary of Role:

- Ensure overall supervision of the Groups within the Division and attainment of targets
- Build a highly motivated and competent workforce
- Ensure excellent customer service ethics are entrenched within the Division
- Develop strategies to continuously grow the business
- Create relevant products to meet the needs of customers and the business at large
- Continue to initiate process review and re-engineering to support retail business growth

Regular/Routine:

- Monitoring of key personnel in various Groups to ensure customer satisfaction, consistent growth on balance sheet and income statement and growth of customer base
- Ensure a highly motivated and well-trained work force
- Ensure highest standards of service delivery
- Building long-term relationships
- Develop strategies to constantly grow the business

- Generate leads for new business opportunities
- Timely and effective resolution of customer issues and queries

SPECIFICATIONS:

Qualifications: First degree (B.Sc.), relevant professional certification(s) and a master's degree

Minimum Experience: Has a minimum of 8 years' experience with a financial institution and this must include at least 5 years at management level

Required Knowledge, Skills and Abilities:

- Leadership skills
- People management skills
- Effective Communication skills
- Marketing and selling skills
- Negotiation skills
- Credit analysis skills
- Customer service skills