

Relationship Manager - Private Banking Global

 Closing Date: 20th January 2023

Job Profile

- By working towards established targets, monitoring actual performance and taking remedial action.
- By maintaining a cordial relationship, driven by superior service quality with the assigned portfolio of clients in order to ensure full and efficient utilization of limits approved for each client.
- By acting as an intermediary between the clients and important support service points of the bank i.e. Trade Services, Treasury, Branches, Banking Operations, settlements etc. to provide a superior service.
- Consistently deliver unparalleled and unprecedented levels of convenience to the customer by maintaining superior customer service with high level of customer satisfaction and Improve up-selling and cross selling strategies.
- Ensure that exceptions are recorded and approved by the relevant approval authority and retain copies for future reference.
- By establishing mechanisms to ensure compliance and ensuring there are no adverse comments from internal audits, external audits and audits done by regulatory bodies.
- Monitor and control operational activities of the Private Banking Centre/Branches and minimise operational losses.

Special Skills

- Outgoing personality with high levels of inter-personal & multi- skills with exposure to Relationship Management, Sales and Service
- Excellent communication skills
- Conversant in banking operations

Experience & Qualifications

- 7 years experience in a Bank /Financial institution with a minimum of 2 years at Deputy Manager level
- PB Certification and previous experience in Branch Banking will be advantageous

OR

- 6 years experience in a Bank /Financial institution with a minimum of 2 years at Deputy Manager level
- PB Certification and previous experience in Branch Banking will be advantageous
- A degree or Full/Part Qualification