

Equity Bank is one of the region's leading Banks whose purpose is to transform the lives and livelihoods of the people of Africa socially and economically by availing them modern, inclusive financial services that maximize their opportunities. With a strong footprint in Kenya, Uganda, Tanzania, Rwanda; DRC and South Sudan, Equity Bank is now home to nearly 8 million customers - the largest customer base in Africa. Currently the Bank is seeking additional talent to serve in the role outlined below.

SENIOR RELATIONSHIP OFFICER AGENCY BANKING _ 1 POSITION

The purpose of this job holder is to ensure the day- to-day agency banking activities are attended and promoted to the next Level.

Key Responsibilities:/Accountabilities

- Delivering target and growth in agency recruitment.
- Ensuring proper agency activation and basic training are properly attended to and conduct regular visits and training to agents.
- Managing agents' materials and distribution timely.
- Managing agents' relationships and ensure their complaints are sorted on time.
- Ensuring Bank tools are safely kept and monitored (POS, handsets) & provide needed support on repairs.
- Ensuring proper agents files appraisals.
- Ensuring proper and timely agents files.
- Ensuring Customer Satisfaction and retention.
- Ensuring 100% compliance to the Bank's policy.
- Promoting the Bank's corporate image among Bank Agents.
- Any other duty assigned by the line manager.
-

Qualification, Experience, Skills and Attributes

- Bachelor's degree in a Business-related field.
- Minimum 2 years serving in banking Industry in related field.
- Thorough knowledge of banks policies & procedures.
- Good understanding of the banking industry.
- Proficient in the use of various Microsoft Office Applications.
- Comprehensive understanding of Relationship Management.
- Should have Rwanda Driving license with Category A.
- Good understanding of digital channels.
- Identify fundraising strategies that benefit and complement the mission and vision of the Bank.
- Any other work as assigned by the supervisor.

If you meet the above requirements, submit your application quoting the job opportunity you are applying for to the email address below by 14th September 2021. Please include detailed Curriculum Vitae, copies of the relevant certificates, testimonials, and daytime telephone contact and email address. Only short-listed candidates will be contacted.

Email to: jobsrwanda@equitybank.co.rw

Equity Bank is an equal opportunity employer. We value the diversity of individuals, ideas, perspectives, insights, values and what they bring to the workplace.