

# Exciting Career Opportunities

<b>Designation:</b>	<b>Premium Elite Relationship Manager</b>
<b>Reporting Line:</b>	Head of Products & Segments
<b>Business Unit:</b>	Retail & Digital
<b>Location:</b>	Lusaka
<b>Job Purpose</b>	Responsible for sourcing, developing, managing, and retaining customer relationships with high income/high net worth Premium Elite Banking clients. Oversee the assigned portfolio by attending to all customer requests, so as to optimize portfolio returns and provide high level customer service to meet the financial needs of clients.
<b>Key Outputs &amp; Responsibilities</b>	
<b>Portfolio &amp; revenue growth, assets under management, liabilities</b>	<ul style="list-style-type: none"> <li>Understand the value drivers of the Premium Elite Segment and identify profitable commercial opportunities to grow revenue and market share</li> <li>Pitch the Premium Elite proposition to potential customers, exploring their needs and matching the proposition elements to customer needs.</li> </ul>
<b>Digital Penetration</b>	<ul style="list-style-type: none"> <li>Drive customer behavior towards digital platforms to increase awareness and utilization of the bank's digital products.</li> <li>Demonstrate knowledge of the various digital platforms such as mobile banking, internet banking to increase onboarding and utilisation at portfolio level.</li> <li>Track and drive the active Infinite Card base and utilization on the portfolio. Promote card utilization</li> </ul>
<b>Net Promoter Score (NPS)</b>	<ul style="list-style-type: none"> <li>Ensure positive experience of all customers under respective portfolio in relation to service requests, product utilization and overall experience as measured by the NPS.</li> <li>Promptly deal with all customer requests, queries and complaints within target Turnaround Time (TAT) as prescribed by the Premium Elite segment benchmarks.</li> <li>Stay abreast with the Bank offerings and Premium Elite proposition to ensure customers are aware of the benefits available.</li> </ul>
<b>Stakeholder engagement</b>	<ul style="list-style-type: none"> <li>Engage with internal stakeholders across the in-country business to ensure end to end execution of client requests</li> <li>Engage with clients to understand their product/proposition requirements</li> <li>Participate in external forums in-country to stay abreast of professional developments and external best practice</li> <li>Stay abreast of current and upcoming regulatory changes to be able to manage the impacts thereof</li> </ul>
<b>Effective team management, teamwork, self-management and alignment with group values</b>	<ul style="list-style-type: none"> <li>Manage diverse teams and skillsets to achieve overall business objectives</li> <li>Achievement of results through strong internal and external partnerships</li> <li>Champions positive working environment and productive team</li> <li>Promote co-operations in working with others to achieve shared goals</li> </ul>
<b>Experience &amp; Qualifications</b>	
<ul style="list-style-type: none"> <li>Grade 12 School Certificate with 5 credits including English and Mathematics</li> <li>Relevant business degree (e.g. Bachelor of Business Administration with a Marketing major). MBA and Digital Marketing Qualification is an added advantage</li> <li>5+ years' banking experience with significant exposure to retail products</li> <li>Demonstrated experience in the use of Microsoft Office applications, including Word, Excel and PowerPoint.</li> </ul>	

Interested Applicants who meet the job requirements should email their CV's to e-mail address [jobs-zm@bancabc.com](mailto:jobs-zm@bancabc.com). Please note that only shortlisted candidates will be contacted. **Clearly state the position you are applying for as the subject.**  
**Closing date: Monday, 1st March, 2021**

**Reshaping African Banking**