

# Job Advert

<b>Designation:</b>	Agent Management Assistant
<b>Reporting Line:</b>	Manager – Agency & Merchant Banking
<b>Business Unit:</b>	Retail & Digital Banking
<b>Location:</b>	Across Branch Network
<p><b>Job Purpose</b> To achieve the Banks desired digital sales targets and customer satisfaction by constantly scanning the market to recruit/manage agents and identify opportunities to cross and upsell the bank’s Retail Banking products, services through interacting with existing and potential customers.</p>	
<p><b>Key Outputs &amp; Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Building and maintaining robust network of agents for Retail &amp; Digital Banking in order to generate significant mutual value and expanding opportunities.</li> <li>• Grow and manage recruitment, training and supervision of agents.</li> <li>• Engage potential partners and drive partnership opportunities.</li> <li>• Build professional working relationships with all stakeholders, displaying sound abilities to listen, advise, influence, negotiate and present at all levels in order to have productive working relationships.</li> <li>• Scan the external environment in order to identify prospects to acquire customers and enhance the bank’s distribution capabilities through developing strategic partnerships for retail that offers mutual leverage.</li> <li>• Governance, Risk and Compliance Management to ensure processes and procedure are adhered to at all times.</li> <li>• Ensure client needs are being met with the highest quality to ensure that customer needs are satisfied.</li> <li>• Act in an ethical manner, including highlighting unethical practices.</li> <li>• Cross Selling of Digital products and being the first point of contact as an ambassador for digital-/agency offering so that the customer base increases by offering different products and services.</li> </ul>	
<p><b>Qualifications &amp; Technical Experience</b></p> <ul style="list-style-type: none"> <li>• Grade 12 School Certificate with 5 credits, English and Mathematics inclusive</li> <li>• Minimum Diploma in Marketing, Banking &amp; Financial Services or any social sciences.</li> <li>• A Degree will be an added advantage.</li> <li>• Experience in digital sales services and agent outlet branding.</li> <li>• Knowledge of the system(s), products and processing activities</li> </ul>	

Interested applicants who meet the job requirements should email their CV’s to: e-mail address [jobs-zm@bancabc.co.zm](mailto:jobs-zm@bancabc.co.zm). Please note that only shortlisted candidates will be contacted. **Clearly state the position you are applying for as the subject. Closing date: 2<sup>nd</sup> December, 2023**

***Reshaping African Banking***