



1. JOB TITLE: **CUSTOMER SERVICE & RENTETION OFFICER-1**

Absa House – ABT

R-15932679

Deadline 26th May 2022

Job Summary

To provide banking support accurately and timeously through the execution of predefined objectives as per agreed standard operating procedures (SOPs). Selecting this role has a compensation & benefit impact in Kenya. Please contact Reward for details.

Job Description

Customer service: Deliver customer service at first point of contact | Capturing financial transactions: Capture all financial transactions on the Bank system and ensure that all transactions are properly authorised by a mandated official before finalising the processing | Fraud prevention: Identify potential fraudulent transactions and report these and other suspicious transactions as per the Money Laundering control framework to management | Capture customer data: Update demographics such as address changes, name changes and standing order instructions based on information supplied by customer.

Education

Further Education and Training Certificate (FETC): Business, Commerce and Management Studies (Required)

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2. JOB TITLE: **CUSTOMER SERVICE & RETENTION OFFICER-2**

Absa House – ABT

R-15932676

Deadline 26th May 2022

Job Summary

To provide banking support accurately and timeously through the execution of predefined objectives as per agreed standard operating procedures (SOPs). Selecting this role has a compensation & benefit impact in Kenya. Please contact Reward for details.

Job Description

Customer service: Deliver customer service at first point of contact | Capturing financial transactions: Capture all financial transactions on the Bank system and ensure that all transactions are properly authorised by a mandated official before finalising the processing | Fraud prevention: Identify potential fraudulent transactions and report these and other suspicious transactions as per the Money Laundering control framework to management | Capture customer data: Update demographics such as address changes, name changes and standing order instructions based on information supplied by customer.

Education

Further Education and Training Certificate (FETC): Business, Commerce and Management Studies (Required)

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3. JOB TITLE: **PRODUCTS & CHANNELS MANAGER**

Absa House – ABT

R-15932672

Deadline 26th May 2022

Job Summary

To advise customers and process banking transactions accurately and timeously through the execution of predefined objectives as per agreed standard operating procedures (SOPs).

Job Description

Provides specialist advice to clients and other stakeholders within area of expertise : Analyses client needs and researches solutions (products and services) to meet the needs of clients. Prepares plans and designs solutions to meet the needs of clients. | Where applicable identify sales leads: : Contribute to bottom line growth through identification of sales opportunities | Compliance: Comply to legislative requirements and internal processes | Improve customer experience: Ensure that customer queries and complaints are timeously addressed

Education

National Diplomas and Advanced Certificates: Business, Commerce and Management Studies (Required)

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4. JOB TITLE: SME BANKER-1

Tanga Branch – ABT

R-15932618

Deadline 26th May 2022

Job Summary

To advise customers and process banking transactions accurately and timeously through the execution of predefined objectives as per agreed standard operating procedures (SOPs).

Job Description

Provides specialist advice to clients and other stakeholders within area of expertise: Analyses client needs and researches solutions (products and services) to meet the needs of clients. Prepares plans and designs solutions to meet the needs of clients. | Sales support: Where applicable identify sales leads: Contribute to bottom line growth through identification of sales opportunities | Risk & Compliance: Comply to legislative requirements and internal processes | Improve customer experience: Improve Customer Experience: Ensure that customer queries and complaints are timeously addressed

Education

Higher Certificates and Advanced National (Vocational) Certificates: Business, Commerce and Management Studies (Required)

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5. JOB TITLE: **SME BANKER-2**

Pugu Branch – ABT

R-15932625

Deadline 26th May 2022

Job Summary

To advise customers and process banking transactions accurately and timeously through the execution of predefined objectives as per agreed standard operating procedures (SOPs).

Job Description

Provides specialist advice to clients and other stakeholders within area of expertise: Analyses client needs and researches solutions (products and services) to meet the needs of clients. Prepares plans and designs solutions to meet the needs of clients. | Sales support: Where applicable identify sales leads: Contribute to bottom line growth through identification of sales opportunities | Risk & Compliance: Comply to legislative requirements and internal processes | Improve customer experience: Improve Customer Experience: Ensure that customer queries and complaints are timeously addressed

Education

Higher Certificates and Advanced National (Vocational) Certificates: Business, Commerce and Management Studies (Required)

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6. JOB TITLE: **SME BANKER-3**

Zanzibar Main Branch – ABT

R-15932627

Deadline 26th May 2022

Job Summary

To advise customers and process banking transactions accurately and timeously through the execution of predefined objectives as per agreed standard operating procedures (SOPs).

Job Description

Provides specialist advice to clients and other stakeholders within area of expertise: Analyses client needs and researches solutions (products and services) to meet the needs of clients. Prepares plans and designs solutions to meet the needs of clients. | Sales support: Where applicable identify sales leads: Contribute to bottom line growth through identification of sales opportunities | Risk & Compliance: Comply to legislative requirements and internal processes | Improve customer experience: Improve Customer Experience: Ensure that customer queries and complaints are timeously addressed

Education

Higher Certificates and Advanced National (Vocational) Certificates: Business, Commerce and Management Studies (Required)

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7. JOB TITLE: SME BANKER-4

Dodoma Branch – ABT

R-15932628

Deadline 26th May 2022

Job Summary

To advise customers and process banking transactions accurately and timeously through the execution of predefined objectives as per agreed standard operating procedures (SOPs).

Job Description

Provides specialist advice to clients and other stakeholders within area of expertise: Analyses client needs and researches solutions (products and services) to meet the needs of clients. Prepares plans and designs solutions to meet the needs of clients. | Sales support: Where applicable identify sales leads: Contribute to bottom line growth through identification of sales opportunities | Risk & Compliance: Comply to legislative requirements and internal processes | Improve customer experience: Improve Customer Experience: Ensure that customer queries and complaints are timeously addressed

Education

Higher Certificates and Advanced National (Vocational) Certificates: Business, Commerce and Management Studies (Required)

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8. JOB TITLE: SME CLUSTER MANAGER-1

Absa House – ABT

R-15932640

Deadline 26th May 2022

Job Summary

To develop tactical delivery plans, formulate associated practice/s and to ensure operational implementation and adaption i.t.o. area management methodology, governance and delivery objectives.

Job Description

Client Engagement/ Client Centricity: : Target prospective clients and acquire new business that fits the AGL value proposition | Client relationship management: Retain existing key client relationships and further cross sell opportunities within this client set. | Adhere to Pricing Policies: Adhere to Pricing Policies and drive origination structuring and implementation of transactions with the assistance of product partners | Finance/P&L: : Contribute to the strategic and financial objectives, while maintaining standards

Education

Bachelor`s Degrees and Advanced Diplomas: Business, Commerce and Management Studies (Required)

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9. JOB TITLE: SME CLUSTER MANAGER-2

Absa House – ABT

R-15932643

Deadline 26th May 2022

Job Summary

To develop tactical delivery plans, formulate associated practice/s and to ensure operational implementation and adaption i.t.o. area management methodology, governance and delivery objectives.

Job Description

Client Engagement/ Client Centricity: : Target prospective clients and acquire new business that fits the AGL value proposition | Client relationship management: Retain existing key client relationships and further cross sell opportunities within this client set. | Adhere to Pricing Policies: Adhere to Pricing Policies and drive origination structuring and implementation of transactions with the assistance of product partners | Finance/P&L: : Contribute to the strategic and financial objectives, while maintaining standards

Education

Bachelor`s Degrees and Advanced Diplomas: Business, Commerce and Management Studies (Required)

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