


JOB OPPORTUNITY.

GENERAL JOB INFORMATION	
Job Title	Relationship Manager
Reports to	Head CCB/TBA
Location	Juba, South Sudan
Direct Reports	N/A
Number of positions	2



MINISTRY OF LABOR
REPUBLIC OF SOUTH SUDAN
30 MAR 2026
S.H.Z
30.03.2026

JOB PURPOSE
<p>Role holder is Single point of contact for customer segment, they deliver or exceed targets of assigned segment by successfully delivering tailor-made financial solutions to the client by leveraging on bank's capabilities (products and services) while Maximising returns.</p> <p>Bank relationship manager makes sure that clients are provided with information on different ways in which banking products and services can help them meet their specific financial goals. Provide excellent client services, ensuring that all clients are satisfied.</p>

KEY RESPONSIBILITIES
<p>Responsibility 1</p> <ul style="list-style-type: none"> • Deliver sales, revenue, deposit, risk asset, targets, and efficiency ratio. • Prepare and deliver on approved budgets for CCB • Maintain target name for CCB • Analyse sales and retention processes, identify and monitor new business opportunities through the analysis of MIS and industry and local knowledge. • Brief CCB Head and Branch Managers on product and promotional launches and provide regular feedback on branch and CCB Head. • Track and maintain performance records including sales tracker, deposits, risk assets, provisions, incomes, costs and all relevant performance indicators on daily, weekly, monthly, quarterly and annual basis including reconciliation with Financial Control. • Manage local relationships under the guidance of CCB Head • Conduct two customer calls per day. • Do regular reviews and analysis of Customer's portfolio • Manage CCB relationship to ensure smooth running of accounts. • Conduct evaluation of client's accounts performance. • Advice on areas such as service enhancement within CCB. • Implement marketing strategy to develop existing portfolio and also development of new opportunities. • Develop executive contact plan and arrange meetings with the CCB team and Branch. • Prepare and agree with CMB on account plan in line with the business strategy. • Understand Customer's need and provide with products and services to satisfy customer's needs and achieve business objectives

- Ensure delivery of excellent customer services to both external and internal customers within agreed services levels
- Achieve minimum of 3 products per customer and wallet share targets
- Achieve minimum customer satisfaction rating of ‘very satisfied’
- Maintain excellent external and internal relationship to support good communication and resolve problematic issues.
- Establish close relationships with key business partners i.e Operations & Technology, EBS, Corporate Bank, Finance and Treasury.
- Client Acquisition- Is able to generate and convert the majority of leads into highly profitable clients, make at least 25 quality sales calls per week to target customers.
- Customer Management- Is a core/priority bank trusted advisor for a number of clients
Learn from client past client experience to tailor client engagement.
Produce clear account plans linked to customer strategy.
Creates and delivers “Landmark deals
- Cross selling- Identifies business opportunities to bring in product partners to sell multiple products to clients.
Identifies business opportunities to bring in product partners to sell products
(Lending, Transactional banking and FX) to clients
- Risk Management- Maintains and builds a portfolio of clients with an acceptable risk/ reward ratio
Works within the confines of the risk mgmt. framework e.g. KYC, due diligence.
- Client team Management- Work with, develop positive relationships with, communicate with and co-ordinate activities with other employees in branch, customer service, distribution, Credit, OPS and Tech to ensure seamless service to the customer.

JOB PROFILE

Skills, Capabilities & Personal attributes

- Business acumen
- Excellent interpersonal and communication skills
- Strong analytical and problem solving skills
- Collaboration
- Relating and networking
- Leading and supervising
- Reliability and Maturity
- Demonstrate good retail banking knowledge
- Strong Mentoring & Coaching Capabilities
- Self-motivated
- Demonstrating sense of urgency



MINIMUM QUALIFICATION

Experience & Qualifications

- Bachelor Degree in Finance, Business Administration or relevant field is required
- Min. of 3 years of proven working experience in Relationship Management or similar role in the Banking Industry.
- Strong analytical skills including financial statement analysis, competitive analysis, segmentation analysis and statistical analysis; experience with data gathering and data analysis
- Excellent verbal and written communication skills
- Experience in writing and delivering fact-based presentations and recommendations to senior management
- Excellent command of English language
- Strong Microsoft Office skills

APPLICATION PROCESS

Should you be interested in applying for this position, please apply electronically by submitting your application, Updated CV, Other accompanying academic certificates and South Sudanese nationality by **20th April, 2026 at 5:00pm** South Sudan local time via the Ecobank Recruitment Portal to emails; hrrecruitment@ecobank.com and ALLESS-HR@ecobank.com

IMPORTANT NOTICE:

- This position is only open to South Sudanese nationals
- Ecobank is an equal opportunity employer
- We thank you for your interest to work for Ecobank Limited, however, note that only shortlisted candidates shall be contacted for interviews.

