



Ecobank South Sudan Limited, a leading commercial bank offering wholesale, retail, transaction banking services and products to individuals, governments, financial institutions, multinationals, international organizations, medium and small enterprises; seeks to recruit dynamic professionals for the following positions: -

**POSITION :** RELATIONSHIP OFFICER, CONSUMER BANKING  
**REPORTS TO :** HEAD, CONSUMER BANKING

**JOB PURPOSE/CONTEXT**

- To deliver high quality service and customer retention approach to managing client relationships to enhance product sales and new client growth targets.
- To deliver on agreed individual targets for deposit growth, revenue, PBT, product sales and new client growth targets.
- This position is responsible for driving the Consumer Banking Business downstream and reaching out to Consumer Customers.
- Work with EDC to provide wealth management services to customers

**KEY RESPONSIBILITIES**

**Business and Financial performance**

- Proactively develop client relationship, anticipate and provide solutions to client needs and give high priority to client satisfaction, with responsibility for meeting or exceeding agreed performance targets and objectives.
- Ensure that client instructions are duly affected by applying all standard checks and controls in coordination with other departments.
- Achieve a satisfactory level of knowledge of Consumer Banking products and services by keeping up to date with related developments.
- Strong understanding of economics and financial markets, focusing on the fixed income and equity space.

**Customer Excellence**

- Handle client queries of day to day nature and assist in resolving client’s problems within the team

**Leadership and people management**

- Track and provide weekly reports on Portfolio performance at Relationship Management level
- Team Player

**Process, control and operational performance**

**ECOBANK SOUTH SUDAN LIMITED**

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- Ensure full adherence to Operational Risk and Compliance guidelines e.g. KYC and anti-money laundering measures.
- Constantly monitor credit portfolio to ensure maximum of 3% NPL.

**Strategic initiatives**

- Lead strategic initiatives that will create business growth

**A SUITABLY QUALIFIED CANDIDATE SHOULD HAVE:**

**Experience & Qualifications**

- a) At least 1 -3 years' experience in a Consumer Banking based line of business
- b) Bachelor's Degree in Business Administration, Marketing or any related field.

**Skills, Capabilities & Personal attributes**

- a) Customer/Market oriented and Networking
- b) Ability to establish direction and drive execution
- c) Excellent at delivering and owning results
- d) Good verbal and written communication skills in relevant language
- e) Result driven, Teamwork and Cooperation
- f) A proven ability to deliver under pressure

**HOW TO APPLY:**

Interested candidates for the above positions should submit their application and updated CV to: [hrrecruitment@ecobank.com](mailto:hrrecruitment@ecobank.com) no later than 12<sup>th</sup> August 2021. **Only shortlisted candidates will be contacted.**

