



AB BANK Rwanda Plc. is looking for a qualified and competent staff to fill the position of **Banking Services Manager**.

**Banking Services manager will report to Chief Business Officer and will be responsible for:**

- Supervising Banking Services operations bank-wide
- Managing all banking service teams at branches (ex: front and back-office staff and supervisors)
- Motivating, Evaluating and training Banking Services staff
- Managing deposit portfolio and making proposals on the strategic way of improving existing banking services products
- New deposit sales: Raising new deposits by developing deposit strategies and meeting with potential depositors
- Relationship management with large depositors: ensuring good relationships with top depositors through regular meetings and updates
- Driving deposits through self-directed sales efforts and through branch teams
- Working closely with Finance team and treasurer on Bank liquidity management
- Ensuring smooth operation of banking services in branches and outlets, including branch operations (customer service, client support, cash management, complaints management, client files, loan application management, etc.)
- Ensuring compliance with regulatory requirements and internal policies and procedures related to banking services
- Making proposals to management on innovations and operational improvements
- Maintaining and updating banking services procedures
- Preparing regular reports for management and Board of Directors
- Participating in annual budgeting.

**Necessary Experience, Skills and qualifications:**

- Minimum Bachelor's degree: Business, Administration, Management or any other related field.
- At least five years of experience in retail and in banking sector
- Having knowledge of Rwanda banking industry regulations
- Strong existing network of corporate depositors preferred;
- Management experience preferred;
- Excellent knowledge of banking operations;
- Excellent organizational and leadership abilities
- Communication and people skills
- Knowledge of industry's legal rules and guidelines
- In depth knowledge of diverse business functions and principles (e.g. supply chain, finance, customer service etc.)
- Working knowledge of data analysis and performance/operation metrics
- Familiarity with MS Office and various business software
- Effective decision making skills
- Experience with developing budgets and writing business plans
- Good knowledge of the English language.



**Interested candidates should send ONLY:**

- Letter of Interest
- CV
- ID
- Copy of academic qualifications

To [abr-recruiting@abank.rw](mailto:abr-recruiting@abank.rw), not later than **10<sup>th</sup> March 2023**.

[NOTE: Please state the **POSITION** in the subject of the email.]

Only shortlisted candidates will be contacted.