

Commercial Bank of Dubai Careers | Relationship Manager Jobs

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Company: Commercial Bank of Dubai

Location: Dubai

Category: other-general

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Description:

Purpose of having a VRM is to manage, upsell and cross sell to low value business accounts through engaging with customers via channels like phone, emails and digital banking.

Job Responsibilities:

Maintain & manage an assigned portfolio with existing Business clients to retain & grow their banking relationships in a profitable manner and in line with assigned business growth targets.

Grow CASA and FD balances, identify opportunities in FX and secured Trade and increase share of wallet.

A portfolio of clients will be assigned to the VRM who will call all these clients once in 45 days

for any service or business related query. Customers will be guided to online banking or to a branch to complete a particular service. Such a high level of engagement will help in customer engagement and satisfaction.

Customers will also have co-ordinates of these VRMs who can call their respective VRM for any query i.e. low value clients will be served through the VRM model and Digital Banking.

Job Requirements:

Bachelors Degree in Business, Economics or Finance

Minimum 2 years in branch services, Virtual Relationship Manager – Business Banking etc.

They should have knowledge of serving business customers, Compliance related risks and business acumen.

Good command over English language. Arabic and being bilingual will be an advantage

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