

## Customer Relationship Officer - Buffer

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Company: Abu Dhabi Islamic Bank PJSC

Location: united arab emirates

Category: other-general

Role : Customer Relationship Officer- Buffer Location : AUH Central

Role Purpose: Managing products and service function related to Institutional Banking customers to ensure the delivery of quality service to customers, while projecting the warm image of ADIB, maintenance of operational controls and continuous improvement in financial services and operational service efficiency. Key Accountabilities of the role

1. Deposit account documentation.

Handle inquiries related to deposit accounts. Opening and closing of deposit accounts, ensure proper completion of forms, observe KYC policies and CB instructions.

2. Finance account documentation.

Handle inquiries related to finance and covered cards, proper maintenance of customer files, prepare finance applications and obtain necessary approvals, input of data in the system, ensure proper completion of forms.

3. Sales-Management of service delivery.

Sell and cross sell ADIB's products and promote ADIB's image

4. Staff Management and coordination.

Management of subordinates, plan their training and appraisal.

5. Perform other task specified by Management.

Specialist Skills / Technical Knowledge Required for this role:

1. Broad knowledge of ADIB's Retail Banking financial products & services

2. Thorough knowledge of ADIB's Retail Credit & Operational Policies & Procedures
3. Good Knowledge of UAE banking practices , regulations & risks
4. Good Knowledge of Anti-Money laundering regulations issued by the UAE Central Bank and other regulatory authorities
5. General awareness of competitors in the local market
6. Fair knowledge of service standards
7. Training skills
8. Sales skills
9. Management Information skills
10. Computer skills

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