

# United Arab Emirates Jobs Expertini®

**Customer Relationship Officer United Arab Emirates Posted on 10/05/2023 Trending**

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Company: Abu Dhabi Islamic Bank PJSC

Location: , , United Arab Emirates

Category: other-general

Key Accountabilities of the role  
RESPONSIBILITIES: Handle inquiries related to deposit accounts. Opening and closing of deposit accounts, ensure proper completion of forms, observe KYC policies and CB instructions. 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. Sales- Management of service delivery. Sell and cross sell ADIB's products and promote ADIB's image  
Staff Management and coordination. Management of subordinates, plan their training and appraisal. Perform other task specified by Management. Results  
Required  
Achieving Monthly Budget - Provide support to CRM to prepare the comments for budget variance on achievement of branch sale of financial product targets. Continuous Improvement – Assist CRM to Recommend work flow changes leading to process improvements to the branch manager at least once a year  
Internal Audit & ICD Comments  
- Provide support to CRM in preparing detailed responses to internal audit and ICD comments relating financial products and financial customer services. Compliance of policies & procedures – Comply and perform Key operational controls as required in ADIB's polices & procedures in day to day operations. Specialist Skills / Technical Knowledge Required for this role: Broad knowledge of ADIB's Retail Banking financial products & services  
Thorough knowledge of ADIB's Retail Credit & Operational Policies & Procedures  
Good Knowledge of UAE banking practices , regulations & risks  
Thorough Knowledge of all the Regulations issued by Central Bank of UAE  
General awareness of competitors in the local market  
Fair knowledge of service standards  
Sales skills  
Minimum 2 years' experience as a Customer Relations or

similar roles in a banking environment Job Info Job Identification 1595 Posting Date 10/05/2023, 06:07 AM Apply Before 11/06/2023, 06:07 AM Similar Jobs Page Customer Relationship Officer - ADIB Candidate Experience site Careers loaded #J-18808-Ljbffr

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