

Customer Relationship Officer United Arab Emirates Posted on 10/13/2023 Trending

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Company: Abu Dhabi Islamic Bank PJSC

Location: , , United Arab Emirates

Category: other-general

Position: Customer Relationship Officer

Location: Dalma Mall Branch, Shahama Branch, Bawabat Al Sharq Mall Branch

Key Accountabilities of the role

RESPONSIBILITIES:

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.

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.

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 policies & 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

Training skills

Sales skills

Management Information skills

Computer skills

Previous experience:

Minimum 2 years' experience as a Customer Relations or similar roles in a banking environment

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