

United Arab Emirates Jobs Expertini®

Relationship Manager - Priority Banking United Arab Emirates Posted on 12/11/2023

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Company: Abu Dhabi Islamic Bank PJSC

Location: united arab emirates

Category: other-general

Role: Gold Relationship Manager – Priority Banking

Division: Retail

Banking Location: Dubai

Department: Priority Banking

ROLE PURPOSE: To attract, deepen, grow and manage financial relationships with affluent clients, using full range of banking products and tools, utilizing a team-based approach to provide complete solutions to clients' financial needs

Key Accountabilities of the role RESPONSIBILITIES:

1. Client/ Business Acquisition :
 - Generating of new business via out marketing activities, gold center contacts and existing network
 - Increasing team revenue and productivity by cross- selling and up-selling.
 - Acquiring new to bank customers
 - Identifying new potential expansion locations
 - Converting in-bound and outbound leads to sales
 - Building a strong trust relationship with key customers
 - Maintaining a loyal pool of customers/alliances who refer potential customers
 - Carrying out the function(s) of promoting the financial products.
 - Collection of the required information and data
 - Evaluation of the clients' ability and appetite to handle the risks (Risk Profile) and the detailed functions associated therewith.
2. Channels Cooperation:
 - Making referrals to other channels based on identified customer needs
 - Smoothly implementing of Priority Banking services across surrounding branches
3. Management of service delivery:
 - Monitoring service levels for customer satisfaction
 - Customer retention efforts with personal

involvement in complaint resolution, account closures and inquiries. • Getting ad-hoc customer feedback. 4. Control and Risk Mitigation: • Reviewing of credit applications • Adhering to laid out processes and procedures • Ensuring appropriate and adequate documentation • Identifying trends of errors and proactively advice processes improvements

The competencies required to undertake this role and the level at which performance would be assessed as being satisfactory are: (1 - least desirable, 5 – max desirable)

BEHAVIOURAL COMPETENCIES Customer Focus 5 Drive for Excellence 4 Integrity & Trust 5 Ownership 3 Decision Quality 4 Business Acumen 3 Strategic Ability 3 Specialist Skills / Technical Knowledge, Technical Competencies Required for this role:

- University degree or a recognized professional certificate. • Experience of no less than three years in the area of the financial analysis, financial markets, investment, wealth management, or financial planning. • Detailed knowledge of ADIB's Retail Banking products & services • Experience in sales, product development or wealth advisory to priority banking customers/ retail HNIs • Broad knowledge of ADIB's Retail Credit & Operational Policies & Procedures • Specific Knowledge of UAE banking practices , regulations & risks • UAE Financial Rules & Regulations Certification • International Certificate in Wealth and Investment Management (Level 3) • Risk in Financial Services Certification • Introduction to Securities and Investment (international) • Good Knowledge of competitors in the local market • Must have led a team of professionals • Detailed knowledge of service standards • Training & Presentation skills • Computer Skills

Previous experience: Minimum (3) years of Related Banking experience in U.A.E

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