

United Arab Emirates Jobs Expertini®

Relationship Officer

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Company: First Abu Dhabi Bank (FAB)

Location: Abu Dhabi

Category: healthcare-practitioners-and-technical

Company Description

Now it's your time to join the #1 bank in the Middle East and one of the most prestigious financial companies in the region. Shaking up the world of banking requires a lot of smarts and skill. We're looking for the brightest and best to help us reach our goals and we'll also help you reach yours. Your success is our success as you grow stronger in your career. Join us and leave a legacy of your own, as a pioneer in both the company and the industry.

Job Description

JOB PURPOSE:

Meet and exceed monthly and annual sales target objectives

Ensure penetration in the market through focus on New To Bank acquisition as well as solicit existing clientele

Do proper analysis of the case and provide all related information of the customer after the field visit is done

To be familiar with all policies, products and processes to ensure superior client on boarding experience

To proactively participate in Learning, Development and training programmes of the bank in order to be an effective sales personnel

Ensure strict adherence to all KYC, Compliance policies and other processes as stipulated

Key Accountabilities

This section shall not be customised to reflect accountabilities which may be unique to one role. Please use Section 5 to capture any accountabilities specific to the role which are over and above those mentioned in this section.

Job Context

Specific Accountability

Financial

Accomplish set sales and revenue objectives for all Products as per set business plan.

Achieve monthly & annual set KPI objectives

Focus on New To Bank acquisition along with leveraging existing client base

To leverage on cross sell opportunities to ensure higher revenue per customer

Maintain Daily Sales Reports on sales performance for review by team leader and manager assets

Customers

Be commercially effective in the role and consistently keep customer/client as focus

& ensure excellent customer service by delivering quality client on-boarding experience.

Ensure thorough knowledge of all product, policies and processes in order to achieve superior client on boarding experience

To ensure no mis selling to customers by offering products/services transparently as per customer requirements

Understand and resolve/escalate customer redresses to ensure timely resolution

Learning & Growth

Participate in the assigned People Development and L&D programmes. Take accountability for own development by active enrolment and participation with close coordination with respective Team

To ensure participation in assigned training, Learning & Developemet programmes

Awareness to competition offerings and offer suggestions to line manager to improve product/ processes

Internal Processes

Ensure implementation of prescribed Sales & Compliance processes as per Bank's policies.

Implement governance & controls to proactively identify, manage and minimize/mitigate potential losses to the franchise within respective Area.

Adhere to Risk Control Assessment process across all areas of Business Banking Department - Selling, Client Onboarding, Fraud Control, Client Application & KYC

Documentation etc

Adherence to all prescribed internal processes to ensure satisfactory Audit Ratings by adherence of all prescribed processes

Ensure to bring quality and right customers to the franchise .

Discuss the cases with stake holders and ensure support is provided

Specialist Skills Required For The Job

Core Skills

Technical Skills

Leadership & team management

Good knowledge of BB products

Service quality & customer handling skills

Good Computer skills; Excel, word, PP

Motivated & Proactive approach

Competitive and ability to work in multi cultural environment

Ability to develop & strengthen relationship between team & customers

Good knowledge of BB products, compliance policies & services

NTB Business development abilities

Job Knowledge, Skills And Experience

Requires good convincing and Negotiating Skills according to the complexity of

business.

Continuous suggestions on Changes and ways of improving FAB Products.

To build and maintain effective business relationship with all colleagues.

Identify any cross Selling opportunity for Other Business Divisions of the Bank

Qualifications

QUALIFICATIONS & EXPERIENCE:

Education required University Degree / MBA / PGDM / Sales diploma or certification preferable.

Experience 3 – 5 years of experience in Banking or in a Financial Industry

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