



## **CAREER OPPORTUNITIES AT EQUITY BANK.**

Equity Bank is one of the region's leading Banks whose purpose is to transform the lives and livelihoods of the people of Africa socially and economically by availing them modern, inclusive financial services that maximize their opportunities. With a strong footprint in Rwanda, Kenya, Uganda, Tanzania, DRC and South Sudan, Equity Bank is home to more than 20 million customers – the largest customer base in Africa. Currently Equity Bank Rwanda PLC is seeking a competent individual to serve in role of **Internet Banking – Customers Onboarding Officer**.

### **INTERNET BANKING – CUSTOMERS ONBOARDING OFFICER**

#### **Purpose of the Job**

Payments Growth involves identifying Strategic business projects and initiatives to drive overall business growth.

The Internet Banking Customers Onboarding Officer is responsible for the smooth and efficient onboarding of new customers to the bank's internet banking platform. This role requires a high level of accuracy, attention to detail, and a strong understanding of customer service principles. The Officer will play a critical role in ensuring compliance with all relevant regulations, including KYC/AML requirements.

#### **Key Responsibilities and Accountabilities**

##### **CUSTOMER ONBOARDING**

- Process and verify new applications in compliance with company policies and regulatory requirements.
- Review and ensure all customers documentation are complete and accurate.
- Input and maintain customer data in the banking system.
- Conduct necessary checks for KYC (Know Your Customer), AML (Anti-Money Laundering), and other regulatory requirements.

##### **DATA MANAGEMENT**

- Manage and update customer records accurately in the banking system.
- Always ensure data privacy and confidentiality.

##### **COMMUNICATION**

- Communicate with customers via email or phone to request additional documents or clarifications.
- Provide timely and professional responses to customer queries regarding the onboarding process.



## PROBLEM SOLUTION

- Identify and resolve issues related to customer accounts and onboarding documentation.
- Coordinate with relevant teams to resolve complex issues or escalate where necessary.

## REPORTING & DOCUMENTATION

- Prepare and maintain reports related to customer onboarding status and progress.
- Ensure all customer onboarding activities are documented and compliant with internal policies.

## PROCESS IMPROVEMENT

- Identify areas for process improvement and recommend solutions to enhance the efficiency of customer onboarding procedures

## Qualification, Experience, Skills and Attributes

- 2 years' experience in customer service, preferably within a financial institution.
- Bachelor's degree in business, IT & Finance.
- Good understanding of payment products and regulations
- Strong understanding of KYC/AML regulations and best practices.
- Strong attention to details and accuracy.
- Ability to work independently and as part of a team.
- Excellent organizational and time management skills.
- Related experience in digital payments product conceptualization, solution design/architecture and development, preferably in financial services – Telco or Bank
- In-depth knowledge of the payments business coupled with the ability to translate customers' needs into scalable product designs
- Excellent communication and interpersonal skills, both written and verbal.
- Proficiency in using computers and relevant software (e.g., CRM systems, Microsoft Office Suite).
- Team player, Structured thinker, with excellent verbal and written communication skills, including ability to create compelling presentations

If you meet the above requirements, we kindly invite you to submit your application quoting the job opportunity you are applying for to the email address below by **17<sup>th</sup> February 2025**. Please include detailed Curriculum Vitae, copies of the relevant certificates, testimonials, and daytime telephone contact and email address. Only short-listed candidates will be contacted.

Email to: [jobsrwanda@equitybank.co.rw](mailto:jobsrwanda@equitybank.co.rw)

Equity Bank is an equal opportunity employer. We value the diversity of individuals, ideas, perspectives, insights, values and what they bring to the workplace.