



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 **Relationship Officer – Diaspora Banking**.

RELATIONSHIP OFFICER – DIASPORA BANKING

Job Summary

The Relationship Officer – Diaspora Banking will be responsible for managing and strengthening relationships with diaspora clients, ensuring seamless & timely service delivery, and enhancing customer experience. This role includes responding to customers' queries on emails, calls, and WhatsApp, assisting clients with account modifications upon request to enable access to online banking, promoting the adoption digital banking, and maintaining regular communication to drive satisfaction and loyalty. The officer will monitor client accounts, track financial activity, and ensure compliance with banking policies while reporting on key performance indicators (KPIs) such as mobilized diaspora deposits, diaspora loans, new diaspora accounts, and leading account activation efforts. A proactive and customer-focused approach is essential to optimizing the banking experience for diaspora clients.

Key Responsibilities

- **Handling all operational functions/duties about the customers' needs/instructions** (Acknowledging customers' emails within the same day of receipt).
- **Ensure 100% compliance** with the Bank's Policies and Procedures
- **Daily support to branches** on diaspora queries
- **Receiving and assisting diaspora customers** whenever they physically come to head office for any bank service.
- **Diaspora Client Account Management:**
 - Handle inquiries from diaspora clients including customers whose accounts are not assigned to the correct diaspora scheme code, guiding them through the necessary steps to update their profile and documentation as per the diaspora onboarding process.
 - Assist diaspora clients in completing the required paperwork and coordinating with branches to ensure the requested account modifications are promptly executed in the system.



- **Relationship Building and Client Engagement:**

- Maintain a strong relationship with diaspora customers, conducting regular calls and emails to foster long-term relationships and improve customer loyalty.
- Gather feedback from diaspora clients to assess their experience with the bank's services and identify areas for service enhancement.
- Promote the bank's digital channels, including online banking registration and mobile banking activation, while assisting diaspora clients in onboarding and troubleshooting any technical issues.
- Engage diaspora clients with zero-balance accounts, encouraging activation by funding them, promoting account utilization, addressing their concerns, and providing comprehensive guidance on the exclusive banking services available to them.

- **Monitor the account opening journey:**

- Monitor the account opening journey for diaspora clients by tracking those who have submitted scanned documentation via email and ensure the process is complete.
- Actively follow up with these clients to ensure timely submission of the required hard copy documents, facilitating the removal of account restrictions such as liens and enabling full account functionality.

- **Cross-selling and diaspora business growth:**

- Understand clients' financial challenges, offer solutions, and explore opportunities for cross-selling or upselling relevant banking products, including referrals for personal loans, mortgages, and investment solutions.
- Encourage existing diaspora clients to refer family and friends for the bank's diaspora-focused financial products.

- **Reporting and Performance Tracking:**

- Provide weekly performance reports, highlighting key metrics such as mobilized deposits, loan book growth, and the number of account activations.
- Track and report on client engagement activities and contribute insights to the Relationship Manager for strategy refinement.
- Maintain and update an issue tracker of customer queries ensuring timely resolution/support.

Qualification, Experience, Skills and Attributes

- Bachelor's degree in a Business-related field.
- Minimum 2 years of experience in banking or financial institutions.



- Thorough knowledge of bank, Credit policies & procedures.
- Strong analytical skills to interpret and evaluate financial statements
- Good understanding of the banking industry
- Relationship Management skills
- Proficient in the use of various Microsoft Office Applications
- Excellent Communication Skills, Both Verbal and Written,
- Sound judgment.
- Adaptable to Change.
- Driven to Achieve Results.
- Action Planning and Prioritization Skills.
- Ability to Work with a Team.

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 **14th March 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

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