



## CAREER OPORTUNITIES 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 Kenya, Uganda, Tanzania, Rwanda; DRC and South Sudan, Equity Bank is now home to nearly 8 million customers - the largest customer base in Africa. Currently the Bank is seeking additional talent to serve in the role outlined below.

### **SENIOR RELATIONSHIP OFFICER MERCHANT ACQUIRING.**

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

- Deliver target and growth Merchant recruitment
- Ensure proper Merchant activation and basic training are properly attended to and conduct regular visits and training to Merchants users
- Manage bank materials, assets and distribution timely
- Promote the Bank's corporate image among Bank Merchants
- Manage Merchants relationship and ensure their complaints are sorted on time
- Ensure Bank tools are safely kept and monitored (POS, chargers ) & provide needed support on repairs
- Ensuring proper Merchants files appraisals
- Ensuring proper and timely Merchant files (TAT)
- Ensuring Customer Satisfaction and retention
- Ensuring 100% compliance to the Bank's policy
- To perform Any other duty assigned by the line manager

#### **Qualification, Experience, Skills and Attributes**

- Bachelor's degree in a Business related field.
  - Minimum 2 years of service in Banking Industry.
  - Thorough knowledge of banks policies & procedures.
  - Good understanding of the banking industry
  - Proficient in the use of various Microsoft Office Applications.
  - Comprehensive understanding of Relationship Management
- Applicant must have a driving license for category (A) with minimum experience for 3



years driving motorcycle

If you meet the above requirements, submit your application quoting the job opportunity you are applying for to the email address below by 14th June 2022. 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.