



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 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 is seeking additional talent to serve in the following role:

CUSTOMER EXPERIENCE MANAGER, SERVICE EXCELLENCE

Job Title	Customer Experience Manager – Service Excellence
Job Grade	Manager
Reports To	Head of Customer Experience
Department	Customer Experience
Location	Head Office – Equity Bank Rwanda Plc.

Job Purpose

The role is responsible for driving the Service Excellence agenda across the bank by embedding strong Customer Experience governance, leading quality assurance and performance management, and delivering continuous service and process improvement. The role also leads a CX team and works cross-functionally to ensure consistent delivery of high-quality customer experiences across all channels.

Key Responsibilities and Accountabilities

- Lead the implementation of the Customer Experience Governance Framework across branches, contact center, digital channels and support functions.
- Drive adoption and compliance to service standards, customer charter, complaint management framework and consumer protection principles.
- Lead the Quality Assurance function including service audits, mystery shopping, call monitoring and branch assessments.
- Develop, track and report on CX performance metrics including NPS, CSAT, CES, QA scores and complaint turnaround time.



- Produce executive-level CX dashboards and insights to inform management decision-making and drive accountability.
- Identify customer pain points across journeys and lead structured service and process improvement initiatives.
- Work closely with Operations, Digital, IT, Risk, HR and Business teams to co-create practical experience improvements through CX journey Mapping initiatives.
- Embed a strong service excellence culture through staff engagement initiatives, CX Champions, recognition programs and learning interventions.
- Provide leadership, coaching and performance management for the CX Service Excellence team.
- Act as a strategic advisor to senior leadership on customer experience risks, opportunities and transformation priorities.

Qualification, Experience, Skills, and Attributes

Education and Experience

- Bachelor's degree in Business, Management, Marketing or related field.
- Strong understanding of service excellence, governance and customer-centric operating models.
- Minimum of 3-5 years' experience in banking, financial services, customer experience, operations or service quality.
- Proven experience leading teams and delivering service excellence or transformation initiatives.
- Experience working with senior leadership and influencing cross-functional stakeholders.

Knowledge & Skills

- Strong leadership and people management skills.
- Excellent stakeholder engagement and influencing capability.
- Strong analytical, reporting and problem-solving skills.
- Ability to translate data into practical actions.
- Excellent written and verbal communication skills.



If you meet the above requirements, kindly submit your application by **23rd March 2026**.

Please include Updated Curriculum Vitae, copies of the relevant certificates and testimonials through the **Link** Indicated below:

https://equitybank.taleo.net/careersection/int_new/jobsearch.ftl?ftlcompclass=LoginComponent&lang=en

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