

GENERAL

Job Title: Manager Merchant and E- Channels

(Job Ref: Payments & Channels/10/2025/01)

Reports to: Senior Manager - Payments & Channels

Department/Division: Payments & Channels

No. of Vacancies: 1

BASIC PURPOSE:

The job holder is responsible for development and execution of strategies that will provide customers (merchants) with a suite of Merchant Acquiring (POS) products that meet their needs. Developing business cases for new product / process development to enhance the capability to compete in the market. Identifying new trends, evaluating major competitors & formulating business propositions. Managing the existing portfolio of Merchants, manage Portfolio volume aiming to grow the same by new acquisitions as well portfolio deepening.

MAIN DUTIES & RESPONSIBILITIES

- Acquisition of new POS business customers and managing the existing portfolio of Key/Retail Merchants. Ensure activation / retention of merchants, Grow market share and wallet share.
- Create, develop, and implement a business plan to grow the Merchant business.
- Maintain merchant's relationships to ensure continual growth and sales targets.
- Develop and recommend new, and revisions to, existing policies and procedures such as standard operating procedures and internal guidelines.
- Provide technical support for the resolution of merchant services processing, hardware, software, and network issues. Troubleshoot issues related to internal/external merchant services file transmissions.
- Collect, interpret, and analyses data. Prepares reports containing findings, conclusions, and recommendations. Use data analytics to inform decisions and improve E-Commerce and merchant platform performance.
- Create sales schedules for the servicing team and follow up and present results to head office.
- Develop and execute the bank's e-commerce strategy aligned with business goals.
- Ensure platforms are secure, user-friendly, and compliant with regulatory standards.
- Manage campaigns across SEO, SEM, email, and social media to promote ecommerce offerings.
- Work with cross functions like IT, Risk, Compliance, and Customer Service teams to ensure smooth operations.



- Coordinate with external vendors and fintech partners for integrations and service delivery.
- Monitor KPIs such as transaction volumes, conversion rates, and customer satisfaction.
- Use data analytics to inform decisions and improve platform performance.
- Cross-functional Collaboration to ensure smooth operations.
- Coordinate with external vendors and fintech partners for integrations and service delivery.
- Business development with Retail Branch & other internal channels to ensure portfolio penetration of POS
- Generate, maintain and increase business opportunities with existing merchants.
- Develop and grow sales and support team.
- Cross sell various banking products like Savings Account / Credit Cards / Asset products etc to the Merchants in the portfolio.

QUALIFICATIONS, SKILLS AND EXPERIENCE



QUALIFICATIONS

- Bachelor's degree in business, Marketing or Information Technology related disciplines from a recognized university.

SKILLS

- Knowledge and experience in payments, merchant services, or related industry sales and consultation.
- Proven track record on sales specifically in Payments and Alternative Channels with some banking experience an advantage.
- Ability to build, foster, and maintain positive professional relationships.
- Knowledge of relationship management best practices
- Strong presentation and communication skills, both Verbal and written skills
- Problem-solving and conflict resolution capabilities
- Hands on operational experience in Merchants banking.
- Team player with excellent interpersonal and leadership skills

EXPERIENCE

- At least 5 years overall progressive experience in Merchant Acquisition and Client Relationship Management in a reputable organisation

If you believe you can clearly demonstrate your abilities to meet the criteria given above, please submit your job application cover letter along with a detailed resume, copies of the relevant certificates and testimonials in a single PDF file format, quoting the respective Job title or Ref no. in the subject field to

recruitment@equitybank.co.ug by **Friday 31st October, 2025**

Only short-listed candidates will be contacted.

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