

ECOBANK CAMEROUN S.A  
is recruiting

# a Relationship Manager, Advantage Banking

Job grade: 5 / Job level: 3B

ready to work across the national territory.  
The position is based in Douala.

## JOB PURPOSE

- To deliver high quality service and customer retention approach to managing client relationships to enhance product sales and new client growth targets.
- To deliver on agreed individual targets for deposit growth, revenue, PBT, product sales and new client growth targets.

## KEY RESPONSIBILITIES

### **Business and Financial performance**

- Proactively develop client relationship, anticipate and provide solutions to client needs and give high priority to client satisfaction, with responsibility for meeting or exceeding agreed performance targets and objectives.
- Ensure that client instructions are duly effected by applying all standard checks and controls in coordination with other departments.
- Achieve a satisfactory level of knowledge of Advantage Banking products and services.
- Produce timely reports for the assigned portfolios.

### **Customer Excellence**

- Handle client queries of day to day nature and assist in resolving client's problems in collaboration with other team members.

### **Leadership and people management**

- Track and provide weekly reports on Portfolio performance at RM level.
- Team Player.
- Work in close collaboration with CSU team for excellent service delivery and product sales.

### **Process, control and operational performance**

- Ensure full adherence to Operational Risk and Compliance guidelines e.g. KYC and anti-money laundering measures.
- Constantly monitor credit portfolio and engage timely recovery action to ensure maximum of 3% NPL.
- Provide management reports on sales tracker, DIP and others.

## KEY RESPONSABILITIES

### Strategic initiatives

- Lead strategic initiatives that will create business growth.
- Facilitate and drive migration of Advantage Customers to digital Channels.
- Achieve satisfactory performance on business challenges on Advantage Banking Portfolio.

## REPORTING

Head, Advantage Banking

## JOB PROFILE

### Experience & Education

- At least 2 years experience in a consumer banking-based line of business.
- Bachelor's/Master's degree preferably in Finance, Accounting, Business Administration, Marketing or related field of study.

### Personal Attributes

- Customer/market orientated and Networking.
- Ability to establish direction and drive execution.
- Excellent at delivering and owning results.
- Strong interpersonal, influencing and communication skills.
- Punctuality

*Ecobank Cameroon is an equal opportunity employer and will not discriminate on the basis of gender, religion, ethnicity, physical ability, etc...*

NB: Only shortlisted candidates will be contacted.

Visit our website at [www.ecobank.com](http://www.ecobank.com)

### APPLICATION PROCESS

Please submit your CV and motivation letter to [ECM-Recruit@ecobank.com](mailto:ECM-Recruit@ecobank.com) latest **March 20 th , 2025** , at 5pm prompt, with the subject « **RELATIONSHIP MANAGER, ADVANTAGE BANKING** »