

ECOBANK CAMEROON S.A

is recruiting a

Relationship Manager – Advantage Banking

ready to work across the national territory.

The position is based in Douala.

JOB LEVEL: 5 / JOB GRADE: 3B

I. 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.

III. 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.

III. KEY RESPONSIBILITIES

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.

IV. JOB SCALE

Reports to **Head, Advantage Banking**

V. 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.

Skills and Capabilities

- 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

VI. APPLICATION PROCESS:

Please submit your CV and motivation letter to
ECM-Recruit@ecobank.com latest
June 09th, 2025, at 5pm prompt,
with the subject
« Relationship Manager – Advantage Banking »

NB : Only applications matching with the desired profile will be contacted.

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