

ECOBANK CAMEROON S.A  
is recruiting a  
**Customer Service Manager**  
ready to work across the national territory.  
The position is based in Ngaoundéré.

**JOB LEVEL: 6 / JOB GRADE: 3A**

#### **I. JOB PURPOSE**

- Oversight supervision of branch Customer Counter Service (sales/marketing role), Customer Service back-office processes and Tellers/Operations processes, in accordance with the institution's policies, approved procedures and Local Compliance.

#### **II. KEY RESPONSIBILITIES**

- Boost sales and marketing in the branch.
- Ensure service standards are achieved over the account opening, teller, and branch operations processes.
- Ensure all customers transactions/requests received at the branch counters are thoroughly checked for completeness and compliance, and timely processed or transmitted for processing.
- Assists in clearing/reducing customers queues in the branch during peak time.
- Verify and authorize transactions processed in the branch.
- Ensure proper and continuous monitoring of the branch to eliminate lapses in control.
- Overall responsibility over customer service function (cards / check books management, account opening, etc.)
- Stand as Branch Safety & Security point of contact. Ensure Safety & Security standard are maintained at any given time and any loophole escalated appropriately.
- Ensure DCFC / AML reports are updated timely.
- Ensure Vault procedures are always adhered to. The Vault Monthly Register Review is delegated to them.
- Ensure tight management of ATM to ensure meeting the minimum Group standard with regard to availability.
- In charge of monitoring branch Transactions & account documentation deferral tracking.
- Ensure all compliance related activities (Balance payment reports, AML monitoring, Suspicious Transactions, Gift Policy, etc.) are fully adhered to in the branch.
- Ensure proofing/reconciliation of branch accounts: immediate credit, Traveler cheques accounts, suspense accounts, teller account & differences, new accounts, ATM accounts, etc.
- Ensure staff/branch are always equipped of adequate equipment to meet Group standard (teller cash counting notes, detectors, stamp machines, Vault/safes, etc).
- Acceptable rating for Internal and External audit comments and implement recommendations provided.
- Perform any other function as and when assigned by the Unit Head/Branch Manager.

### III. JOB PROFILE

#### Experience

- 05 years in core banking operations

#### Education

- Minimum University degree (BAC + 3/4).

#### Skills & Knowledge

- Ability to detect unauthorized changes on instruments presented.
- General understanding of Bank products, foreign exchange local. regulations.
- Quality oriented.
- Ability to efficiently prioritize the tasks to perform.
- Good level of security sense and fraud awareness.

#### Personal Attributes

- Excellent interpersonal skills and ability to communicate.
- Strong people management and leadership skills.
- Very well organized and structured.
- Pro-activity and creativity.

### IV. APPLICATION PROCESS:

Please submit your CV and motivation letter to  
**ECM-Recruit@ecobank.com** latest  
**latest August 05<sup>th</sup>, 2025 at 5pm prompt,**  
with the subject  
**« Customer Service Manager ».**

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

Ecobank is committed to providing equal opportunities to all and fostering an inclusive and diverse workplace. To this end, we encourage applications from individuals regardless of their nationality, race, gender, age, social class, religion, beliefs, and disability while fully adhering to the local laws and regulations established where Ecobank operates".

#### *Warning*

*The Use of this title does not indicate any limitation on your duties or job function and you may be assigned to different duties or asked to carry out additional duties from time to time.*