

# Job Vacancy Announcement

<b>POSTING DATE</b>	15/06/2018
<b>CLOSING DATE</b>	15/08/2018

<b>JOB REFERENCE #</b>	<b>EP – CUSTOMER RELATIONS OFFICER - 021803</b>
<b>Job Title</b>	ضابط علاقات العملاء <b>Customer Relations Officer</b>
<b>Department</b>	Retail Banking & Wealth Management / Branches
<b>Key Responsibilities</b>	To provide professional, courteous and prompt services to all customers in accordance with the bank's goals to increase market share and profit levels. To build strong customer relations through recommending and selling appropriate financial products and services that meets their financial needs as well as attracting new and potential customers within the set Bank policies, procedures and central bank regulations.
<b>Job Requirements</b>	<p><u>Experience:</u></p> <ul style="list-style-type: none"> <li>▪ Minimum of (2) years of experience in Retail Banking customer services</li> </ul> <p><u>Academic Qualifications:</u></p> <ul style="list-style-type: none"> <li>▪ Bachelor's degree in Banking &amp; Finance, Business, Accounting, Economics or any other related degree</li> </ul> <p><u>Language:</u></p> <ul style="list-style-type: none"> <li>▪ Arabic – Advanced level (reading/writing/speaking)</li> <li>▪ English – intermediate level (reading/writing/speaking)</li> </ul> <p><u>Knowledge:</u></p> <ul style="list-style-type: none"> <li>▪ Good knowledge of branch operations and customer services</li> <li>▪ Good understanding of the various banking products and services</li> <li>▪ Good understanding of central bank regulations</li> <li>▪ Good knowledge in Anti-money laundering regulations</li> </ul> <p><u>Technical &amp; Personal Skills:</u></p> <ul style="list-style-type: none"> <li>▪ Advanced skills in MS Office (Word/Excel/PowerPoint)</li> <li>▪ Communication and business writing skills</li> <li>▪ Negotiation skills</li> <li>▪ Organizational skills</li> <li>▪ Problem-solving and decision-making skills</li> <li>▪ Personal accountability, self-management and time-management skills</li> <li>▪ Strong team work and cooperation skills</li> <li>▪ Good adaptability and change management skills</li> <li>▪ Strong attention to detail, quick-witted and prompt</li> </ul>