

Job Vacancy Announcement

POSTING DATE	15/06/2018
CLOSING DATE	15/08/2018

JOB REFERENCE #	EP – CUSTOMER RELATIONS SUPERVISOR - 021806
Job Title	مسؤول علاقات العملاء Customer Relations Supervisor
Department	Retail Banking & Wealth Management / Branches
Key Responsibilities	To supervise and lead a team of customer relations officers to ensure the provision of appropriate financial products and services to customers that meets their financial needs. To attract new and potential customers to increase market share and profit levels within the highest quality standards and in accordance with the set policies, procedures and central bank regulations.
Job Requirements	<p><u>Experience:</u></p> <ul style="list-style-type: none"> ▪ Minimum of (4) years of experience in Retail Banking customer services <p><u>Academic Qualifications:</u></p> <ul style="list-style-type: none"> ▪ Bachelor's degree in Banking & Finance, Business, Accounting, Economics or any other related degree <p><u>Language:</u></p> <ul style="list-style-type: none"> ▪ Arabic – Advanced level (reading/writing/speaking) ▪ English – Advanced level (reading/writing/speaking) <p><u>Knowledge:</u></p> <ul style="list-style-type: none"> ▪ Good knowledge of branch operations and customer services ▪ Good understanding of the various banking products and services ▪ Good understanding of central bank regulations ▪ Good knowledge in Anti-money laundering regulations <p><u>Technical & Personal Skills:</u></p> <ul style="list-style-type: none"> ▪ Advanced skills in MS Office (Word/Excel/PowerPoint) ▪ Communication and business writing skills ▪ Negotiation skills ▪ Organizational skills ▪ Problem-solving and decision-making skills ▪ Personal accountability, self-management and time-management skills ▪ Strong team work and cooperation skills ▪ Good adaptability and change management skills ▪ Strong attention to detail, quick-witted and prompt