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| 01 | Position / Job Title | Relationship Manager (OG-II) |
| | Reporting to | Branch Manager |
| | Educational / Professional Qualification | <ul style="list-style-type: none"> • Minimum Graduation or equivalent from a local or international university / college / institute recognized by the HEC of Pakistan • Candidates having Commerce Graduation / Islamic Banking qualification / degree or diploma will be preferred |
| | Experience | <ul style="list-style-type: none"> • Minimum 02 years of banking experience out of which at least 06 months in sales |
| | Other Skills / Expertise / Knowledge Required | <ul style="list-style-type: none"> • People management skills • Knowledge of banking products, policies and procedures • Strong oral and written communication skills • Proficiency in MS Office & databases • Sound knowledge of Islamic banking • Selling and good interpersonal skills • Ability to manage multiple tasks, organize priorities and meet targets |
| | Outline of Main Duties / Responsibilities | <ul style="list-style-type: none"> • To meet or exceed monthly/quarterly/yearly sales targets in account opening, deposit generation, deposit retention, deepening of deposits and consumer financing (Mortgage/Auto Financing) • To ensure Tail Management by activation of Dormant account, Digital App, ATM and deepening of Tail accounts • To cross-sell or upsell to existing customers to achieve the targets • To plan and execute daily customer visits, both for new and existing customers to achieve the assigned targets • To take part in periodic Mass Customer Contact Drives / Market Storming activities or other similar propositions • To acquire a thorough knowledge of banking products and competitive analysis to enable successful sales pitch • To resolve any queries / issues of the customer facing in an amicable & efficient manner • To ensure completion of all mandatory/regulatory requirements with respect to account opening/product sales • To ensure all Audit requirements and observations are addressed (both internal and external) and implement measures to minimize and curtail recurrence • To maintain all related files/ documentation and ensure comprehensive records maintenance with respect to portfolio • To ensure all processes are being followed and completed within the specified TAT • To ensure compliance of Banking Laws, Regulations, Banking instructions and SOPs including Shariah Compliance in all jobs and tasks • To perform any other assignment as assigned by the supervisors(s) |
| | Place of Posting | Karachi, Quetta, Lahore, Faisalabad, Hyderabad, Bahawalpur, Narowal, Peshawar, Bhimber AK |