

“The Nation’s Bank”, **National Bank of Pakistan** aims to support the financial well-being of the Nation along with enabling sustainable growth and inclusive development through its wide local and international network of branches. Being one of the leading and largest banks of Pakistan, National Bank of Pakistan is contributing significantly towards socioeconomic growth in the country with an objective to transform the institution into a future-fit, agile and sustainable Bank.

In line with our strategy, the Bank is looking for talented, dedicated and experienced professional(s) for the following position in the area of **International, Financial Institutions & Remittances** based at **Karachi**.

The individuals who fulfill the below basic-eligibility criteria may apply for the following position:

01	Position / Job Title	Relationship Manager - Roshan Digital Account (Female) (OG-II)
	Reporting to	Unit Head - Roshan Digital Account
	Educational / Professional Qualification	- Minimum Graduation or equivalent from a local or International University / College / Institute recognized by the HEC of Pakistan - Candidates having Bachelors or Master’s degree in Business Administration / Finance / Marketing and / or have relevant certification will be preferred
	Experience	Minimum 02 years experience in Relationship Management. Candidates with prior digital banking experience will be preferred
	Other Skills / Expertise / Knowledge Required	- Strong communication & interpersonal skills - Strategic thinking and business development skills - Analytical and data driven mindset - Ability to manage and grow client relationships with a focus on delivering tailored solutions - Awareness of KYC, AML and other regulatory requirements relevant to RDA - Excellent time management and project coordination skills - Proficiency in MS Office (Excel, Power Point, Word)
	Outline of Main Duties / Responsibilities	- To source new customers for Roshan Digital Account opening and follow up on referred leads for conversion and customer facilitation - To provide on call support to customers for resolution of queries and providing assistance in Roshan Digital Account opening, online document submission and related issues - To conduct daily lead reviews for KYC and discrepancy resolution from customers - To maintain relationships with existing customers and deepen existing relationships through regular customer contacts - To coordinate with Operations, Product, Digital banking and Centralized Account opening teams for customer queries and complaint resolutions - To handle all customer complaints related to RDA as per the Bank’s guidelines and effectively provide resolution in consultation with concerned stakeholders - To perform any other assignment as assigned by supervisor(s)

Assessment Test / Interview(s)	Only shortlisted candidates strictly meeting the above-mentioned basic eligibility criteria will be invited for test and / or panel interview(s).
Employment Type	The employment will be on contractual basis for three years which may be renewed on discretion of the Management. Selected candidates will be offered compensation package and other benefits as per Bank’s Policy / rules.

Interested candidates may visit the website www.sidathyder.com.pk/careers and apply online within 10 working days from the date of publication of this advertisement as per given instructions.

Applications received after due date will not be considered in any case. No TA / DA will be admissible for test / interview.

National Bank of Pakistan is an equal opportunity employer and welcomes applications from all qualified individuals, regardless of gender, religion, or disability.