

JOB DESCRIPTION

SALES RELATIONSHIP MANAGER– REF PSISRM01

Job Objective:

To primarily drive new-to-bank customer acquisition across assigned regions, with a key focus on the Workplace Banking Strategy. Assuming direct accountability of people, resources, sales targets and business opportunities in the Region in line with PBB objectives.

The role is also responsible to coach and guide the Direct Sales Managers and Direct Sales Agents towards their respective sales target achievements, including other supervisory functions assigned by the Zone Head or Head, Sales Network.

Job Title:	Sales Relationship Manager
Department	PBB
Reports to:	Regional Head

Key Roles & Responsibilities

Sales Management

- Identify and engage target Companies/Associations/Unions etc within assigned Region, on a continuous basis for acquisition opportunities in Personal and Business Banking.
- Leading & coordinating marketing efforts via meetings, presentations and/or workshops.
- Monitor and manage sales against targets by tracking all recorded sales and activity schedules.
- Provide Direct Sales Managers with necessary information and effective engagement plans on new sale acquisition opportunities.
- To focus sales activities for new client acquisition on Blue, Silver, Gold and SMEs segments specifically.
- Coordinate and recommend for approval company enlistment requests for the Unsecured Personal Loan (UPL) offering within region(s) of coverage.

Credit Management

- Facilitate partnership with Credit department to stimulate business growth without compromising risk & asset quality.
- Educate and mentor Direct Sales Managers in the general knowledge and application of credit principles and practices in the Business Banking and Personal Markets.
- Responsible to handle and manage all inquiries, processes, cheque collection for payroll schemes and other related issues originating on approved Companies in region of coverage.
- Ensure adequate record keeping of all approved company enlistments, enhancements or de-listings, loan payment schedules via Payroll deduction and employee disengagement/exit reports

received from the Company.

- Timely reconciliation of all dedicated SRAs assigned under existing relationships, and any established under new customer acquisition.
- Ensure all team members are linked to the sales group email for the Region and details of disengaged/exiting members removed accordingly.
- Effective supervision of the regional support team on back office functions relating to account opening, loan processing and booking etc. The support team must also submit daily activity report to the Sales Manager.
- Ensure timely sign-off on AFF requests and offer letters for New Clients only to enable us deal in credit.

People Management

- Identify and plan learning interventions for team members in conjunction with Zone Head of Sales Support.
- Motivate and manage staff in the Region to ensure that performance levels and quality standards are achieved throughout the Region.
- Implement the recognition and reward systems for exceptional performance. Ensure poor performance is consistently identified and managed.
- Develop leadership capabilities among Direct Sales managers in the region.
- Talent management / career management
- Ensure that sound people practices are followed and that all people objectives are met

Job Attributes

Qualification

- Good university degree in a related field
- Masters degree in a related field will be an added advantage
- Advanced/Professional Degree or Professional Qualification in Sales Management will be an added advantage.

Minimum Experience

- 5-7 years

Competencies

- Strategic negotiation and analytical skills

- Strong project management and organizational skills
- Excellent communication and interpersonal skills
- Team player with leadership qualities
- Good time management skills
- Ability to work with little direct supervision.
- High level of integrity and diligence is expedient
- Networking skills

Other Attributes

- Willingness to travel as needs require.

Key interfaces

Zonal Heads, Regional and Branch Managers