

VACANCY

Republic Bank (Suriname) N.V. has a tradition of excellence in Customer Satisfaction, Employee Engagement and Social Responsibility. With this goal in mind, our Retail Banking Department is looking for an enthusiastic, driven and goal oriented

SENIOR ACCOUNT MANAGER

Objective:

Responsible for the sales target of the branch/agency by developing sales strategies/approach and pushing the sales by visiting/approaching car dealers and real estate developers, executives from companies, etc. Effective supervision/guidance and coaching of the sales staff and indirectly through the efficient operation of the sales and services processes. Proactively looking for cross selling opportunities and maintain/improve the Bank's relation with all parties engaged in the sales and service process.

To ensure Bank's Systems and Procedures are adhered to and followed by the staff in general and the account managers in particular. Ensures that Loans Disbursed are conform to the Bank's Systems and Procedures and Policy Guidelines and that all conditions of approval are met before advancing loan

Key responsibilities:

- Responsible for the sales target of the branch/agency by developing sales strategies/approach and pushing the sales by visiting/approaching car dealers, real estate developers and executives from companies.
- Ensure that sales meetings are held weekly.
- Monitor operations in the sales department in order to achieve the following:
 - Reduce customers' waiting time e.g. transactions are completed within set standards.
 - Queries/complaints are handled/ dealt professionally and immediately where necessary, ensuring that they are actioned within 24 hours and completed within 48 hours.
 - Ensuring that the Customer Service is provided.
- On a timely and consistent basis, coach and guide support staff, giving verbal and/or written feedback addressing skills and knowledge
- Ensure that Lending's / Loans disbursed must be completed according to the Bank's Systems and Procedures and Policy Guidelines and all conditions of approval are met before advancing loan.
- Ensure that accounts within Personal Overdraft Portfolio must be reviewed by expiry.
- Perform several snap checks e.g. on bi-monthly, monthly or quarterly basis if needed depend on the location where the Senior Account Manager is located; (Branch or Agency);
- Ensure that security items are actioned and dispatched to Disbursement & Collateral within 24 hours and outstanding items are followed up on a timely basis.
- Adherence to Regulatory Compliance Guidelines, AML/ATF and Bank policies and procedures for all products and services and customer transactions by:
 - Apply the Know Your Customer (KYC) requirements
 - Confirming accuracy of existing and update KYC information if applicable
 - Ensuring bank and customer information is kept secure and confidential at all times
 - Ensuring adherence in the account opening process
 - Monitoring account activity, documenting and investigating significant or unusual transaction

General Qualifications/ Experience:

- Bachelor's degree in Business related to Finance
- 3-4 years of Banking experience
- Relationship and Sales Management
- Knowledge of Accounting
- Supervisory skills be an asset
- Sound knowledge of the Bank's products, services and fees
- Leadership skills: innovation, proactive, initiative, teamwork
- Good listening abilities and a team builder
- Highly self-motivated
- Proficient in MS Office Applications (Word, Excel)
- Good written and verbal communication skills in both Dutch and English

Critical Skills

- Good grasp of the Dutch and English Language, verbal and written and good communication skills
- Strong interpersonal skills
- Credit, business development and selling skills
- Planning and organizational skills
- Problem solving attitude
- Ability to multitask
- Strong customer relationship skills
- Analytical – To assess data/other information and make recommendations to management.
- Investigative – Query variances for targets, trends etc. when preparing financial reports for review by management.

Applications must be scanned along with a copy of your resume and submitted via e-mail to:

RBSR-HRS@republicbanksr.com by May 16, 2024



republicbanksr.com



email@republicbanksr.com



Republic Bank
We're the One for you!