

# EXECUTIVE - CLIENT SERVICES

Deliver a valued and best in class client experience, built on trade subject matter expertise, strong internal networks across frontline (Transaction Banking ,Relationship Managers, Branches) and back office (Trade and other operation teams) functions, and thorough understanding of the client's trade business. Help embedded a client-centric culture by putting the client at the heart of our service provision.

## THE JOB

- Provide high quality service to clients by resolving service quality issues in a timely manner and implementing preventative measures to protect service levels.
- Resolve the complaints in an effective manner.
- To provide timely and accurate guidance and recommendations to clients to support them manage their transactions effectively and build trust and confidence in the Bank.
- To provide service assistance to clients by visiting and understanding the dynamic business needs.
- Elevate the client experience as evidenced from the external feedback, client reviews and feedback from managers, RMs TB, Branches.
- Actively monitor the client's Facility Utilization and look for opportunities to gain new business – Support the trade sales manager to grow the portfolio.
- Managing transactions with no legal, compliance, regulatory, sanction, high risk audits and policy breaches.
- Assist the clients to be guided on all trade related regulations and also protect the bank from regulatory breaches.
- Support the processing unit on streamlining and cost saving initiatives.

## THE PERSON

- Possess a Diploma in Trade Finance or any other related field.
- Minimum 5 Years of Banking experience with 3 years in a similar role.
- Knowledge on Trade Finance is an added advantage.
- Possess strong interpersonal skills and be attentive to detail.

Please login to <https://www.ndbbank.com/careers> to apply on or before 10th January 2025

We will correspond only with the shortlisted applicants

"We are an equal opportunity Employer"



**NDB bank**

The future is banking on us

Vice President Human Resources