

JOB DESCRIPTION

Job Title	RELATIONSHIP MANAGER
Current Job Grade	N/A
Department	SALES
Section / Unit	RELATIONSHIP MANAGEMENT
Location/Work Station	BRANCH OFFICE
Reporting Relationships	
Reports to	Branch Business Manager
Direct Reports	N/A
Indirect Reports	N/A
Job Purpose	
Responsible for proactive business development through the identification of clients, and relationship support through the customer journey against set targets to ensure the organization remains responsive to the needs of the customer while meeting business objectives.	
Key Responsibilities/ Duties / Tasks	
I. Managerial / Supervisory Responsibilities	
N/A	
II. Operational Responsibilities / Tasks	
<ul style="list-style-type: none"> a) Visit schools and other educational institutions and achieve business targets of loans disbursed. b) Build a long-lasting relationship with clients. c) Manage the entire loan documentation including mortgage/security creation. d) End-user verification of loan e) Cross-sell other products rolled out from time to time to the schools. f) Assist in the collection of overdue payments and ensure that the portfolio remains high in quality. g) Data collection for social impact assessment h) Performs other duties as assigned. 	

Job Dimensions:

Role makes:

- Analytical decisions - reviewing and interpreting data and information and options to inform decision-making and the execution of responsibilities
- Operational decisions – for day-to-day work tasks

IV. Working Conditions

Environment/work surroundings - Occasional exposure to unpleasant working conditions e.g., the frequent requirement to work outdoors;

Job Hazards – Describe the nature of possible physical injury, illness, personal risk or reputational risk that the jobholder is exposed to while carrying out the job. State the frequency and probability of exposure.

No.	Hazard/Risk	Frequency

Job Competencies (Skills Job Knowledge, Experience and Attributes).**Academic qualifications**

Diploma in Sales, Marketing or another business-related field from an institution recognized in Kenya

Professional Qualifications (Special training or Membership to professional bodies).

N/A

Previous relevant work experience is required.

High performer with 2-3 years' experience in Sales in Financial Services/Education/MFI/Mortgages/SME loans / Insurance.

Functional Skills, Behavioural Competencies/Attributes:

Functional Competencies:

- Understanding of business, economic, and industry risk.
- Good analytical skills
- Good computer literacy.
- Knowledge of English and the local language.
- Knowledge of professional standards and etiquette.

Behavioural competencies:

- Good Communication skills
- Passion for the success of schools and pupils
- Demonstrate excellent customer service competencies
- Team player
- Willingness and ability to travel to target areas.
- Ability to work under pressure