

Job Advertisement

1st National Bank St. Lucia Limited is seeking to fill the position of **Client Relationship Officer – Vieux Fort Branch.**

Job Summary

Proactively identify, develop and maintain a quality network of client relationships that serves as a source of referrals for new lending opportunities. Interview new and existing customers to determine their credit needs and advise those customers of appropriate products, terms, and pricing while gathering any additional required data. Ensure appropriate procedures and policies are followed, while meeting sales goals and objectives.

Job Responsibilities

- Provide exceptional client experience by delivering superior business and financial advice.
- Identify and acquire new customers.
- Actively engage in the sale of the Banks's products in order to meet the assigned targets.
- Complete loan application form for potential borrower and submit for approval.
- Monitor the loan applications at all stages until payout is made to the borrower.
- Keep in constant contact with existing clients; ensuring that loan clients are compliant with repayment schedules.
- Assess needs of potential and existing clients and develop and offer solutions to meet the client's specific needs.
- Attend monthly Branch performance meeting enabling collective performance management of the organization.

Job Requirements

Qualifications:

- Bachelor's Degree in Management, Accounting, or related field.

Knowledge and experience:

- Knowledge of the Bank's financial services, strategy, lending policies and procedures
- Three (3) years experience in a similar position or a position which demonstrated networking and/or referral sales experience.

Skills:

- Exceptional customer service skills.
- Excellent verbal and written communication skills.
- Demonstrates poise, tact and professionalism.
- Strong organizational skills with attention to detail.
- Team player.
- Confidentiality.
- Negotiating skills.

Compensation:

- Remuneration will be commensurate with qualifications and experience.

Interested persons should forward their applications, accompanied by a detailed Curriculum Vitae and two references to: manager@1stnationalbanks.lu no later than September 22nd 2017.

PLEASE NOTE THAT ONLY SUITABLE APPLICANTS WILL BE ACKNOWLEDGED.