

## Career Opportunities

# Agency Managers

Applications are invited from suitably qualified candidates to fill the following positions tenable at Area 2 and Mponela Agency.

Reporting to the Regional Manager, the successful candidates will be responsible for business development, profitability and productivity of the Branch/Agency while ensuring efficient and effective service delivery to all customers.

### Key Responsibilities:

- Execution of branch sales plan as per sales targets
- Improve customer experience at Branch delivery channels
- Preparation, monitoring and control of branch budgets
- Adherence to Agency ambiance standards
- Monitoring internal controls to ensure their adequacy and effectiveness
- Develop and nurture business relationships with the clients, ensuring that the strategy and objectives of the bank are achieved
- Driving customer acquisitions and /or sales to enable the bank to achieve its growth targets in line with the agreed financial plan
- Liaising with Credit Department to initiate and conclude credit sales
- Portfolio risk management and regulatory compliance

### Personal competencies

- Leadership Skills
- Attention to detail with excellent research and problem-solving attributes
- Self-starter and mature
- High level of professionalism, assertive, self-motivated and sense of urgency

### Qualifications and Experience

- Degree in Banking, Commerce, Business Administration, Economics or related degree from recognized institution
- A seasoned banker with minimum 5 years of experience in Relationship Management, and/or Marketing/Selling. General banking experience will be an added advantaged.
- At least 1-year credit experience
- At least 3 years proven record of people management skills

### Applications

If you meet the above minimum requirements and are interested, please send your applications with an up-dated CV to Human Resources Department at Head Office or e-mail to:

[firstcapitalbank.vacancies@firstcapitalbank.co.mw](mailto:firstcapitalbank.vacancies@firstcapitalbank.co.mw)

not later than 10<sup>th</sup> February 2023.

Only short-listed applicants shall be acknowledged.