



CAREER OPPORTUNITIES AT EQUITY BANK.

Equity Bank is one of the region's leading Banks whose purpose is to transform the lives and livelihoods of the people of Africa socially and economically by availing them modern, inclusive financial services that maximize their opportunities. With a strong footprint in Kenya, Uganda, Tanzania, Rwanda, DRC and South Sudan, Equity Bank is home to more than 20 million customers – the largest customer base in Africa. Currently the Bank is seeking additional talent to serve in the role outlined below.

RELATIONSHIP MANAGER – SME

Job Purpose

The purpose is to build and manage SME clients so as to ensure optimum customer acquisition, loan and deposit growth, retention and income generation.

“Best in Class” Relationship Management with SME Strengthening bank's brand in the SME field.

To generate Revenue Pools for the Bank through SME sales, leading to fee-based income, interest income and growing deposits.

Ensuring delivery of industry-leading customer service, premier on boarding experience and advisory service to new and existing customers.

Key Responsibilities and Accountability.

- To manage the development of prudently risk assets, deposits, increase the customer base to ensure Bank's maximum profitability.
- To identify and develop a target pipeline and aggressively market for new profitable status customers from the identified target sectors,
- Manage key customer relationships through regular contacts and visits by ensuring the effective call program is maintained on all assigned and prospect customers,
- Ensure compliance to Know Your Customer (KYC) and Anti Money Laundering (AML) requirements in all dealings with existing and potential customers,
- Maintain high professional standards and strive to provide quality services and competitive pricing to clients,
- Continuously identify and exploit cross selling opportunities that embed the bank and its products with customer needs,
- Establish quality profit earning customer relationship within the target market.
- Ensure SME Portfolio accountability, Monitoring and Quality of assets is enhanced from origination and after disbursement

Qualification, Experience, Skills and Attributes

- Bachelor's degree in a Business related field from a recognized institution, Master's degree in Business related field will be an added advantage.



- Over 5 years working experience in banking sector with 2 years' experience on managerial role in sales/credit.
- Strong Communication, Negotiation and Marketing skills.
- Knowledge of the Banking industry Rules & Regulations.
- Business oriented and results driven attitude.
- Thorough knowledge of banks policies & procedures.
- Strong analytical skills to interpret and evaluate financial statements.
- Good understanding of the banking industry.
- Good customer service skills.
- Result Driven Attitude.
- Strong Leadership skills.
- Financial analytical skills.
- Experience in Relationship Management.

If you meet the above requirements, submit your application quoting the job opportunity you are applying for as subject of your email through the email address below by **5th June 2025**. Please include detailed Curriculum Vitae, copies of the relevant certificates, testimonials, and daytime telephone contact and email address. Only short-listed candidates will be contacted.

Email to: **jobsrwanda@equitybank.co.rw**

Equity Bank is an equal opportunity employer. We value the diversity of individuals, ideas, perspectives, insights, values and what they bring to the workplace.