

CAREER OPPORTUNITY

Applications are hereby invited for the position of Area Manager – Retail Banking in the Retail & Commercial Banking Unit. Résumés should be submitted to The Manager – Human Resources via humanresources@firstcitizensbb.com on or before May 7, 2025.



Retail & Commercial Banking Area Manager – Retail Banking

JOB SUMMARY

The incumbent will lead and direct the Retail Banking Function of the Bank, to work in collaboration with Retail & Commercial Head and Chief Executive Officer to establish goals, policies, procedures and guidelines and to achieve and surpass customers' /Shareholders' return and expectations.

KEY DUTIES AND RESPONSIBILITIES

- Develop and execute the long-term strategic objectives and annual business plans.
- Lead strategies for the achievement of profit targets, performance improvement programmes, customer experience and Balanced Scorecard initiatives.
- Lead business projects such as those related to Change Management, Process Implementation, Policies and Procedures Reviews, Efficiency Reviews.
- Ensure compliance with Group policies and procedures and with the Financial Institution Act (FIA)
- Ensure the submission of accurate and comprehensive Credit Proposals to the Executive Management or Board Credit Committee for approval.
- Lead and direct initiatives pertaining to Loans Campaigns, sales and service, products etc, and ensuring that the relevant analytical metrics are implemented.
- Ensure the integrity of Profit & Loss Reporting for Retail Banking.
- Ensure the effective management of the customer service and sales components of the business to create a competitive advantage for FCBB.
- Coach and mentor Branch Managers to meet performance, customer experience and sales targets.
- Performs all other duties, assignments and special projects as assigned by the Senior Management relative to the function.

QUALIFICATIONS AND EXPERIENCE

- A Bachelor's degree in Finance, Banking, Management or a related business field from a reputable university.
- Minimum of five (5) years progressive experience in Banking credit or finance field of which at least two (2) must be at the managerial level
- Master's in Business Administration (MBA) or Project Management Certification would be an asset.
- Knowledge in Finance/Retail Banking.
- Proven leadership in credit analysis, retail banking strategy, and team development.
- Strong knowledge of risk management, customer relationship management, and regulatory compliance.
- Proficiency in Microsoft Office and understanding of banking technologies.

- Strong problem-solving, evaluation and analytical skills.
- Working knowledge of relevant legal and regulatory requirements both locally and regionally.