

Job Title:	Customer Product Advisor- Ecosystem Banking	Reports to:	Sales Team Leader
Unit:	Retail Sales	Department:	Retail Banking
Grade:	Contract Sales Staff	Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement
To consistently deliver exceptional Ecosystem Banking sales results for Commercial & SME Division of Retail Banking. This will be achieved by planning, developing, analyzing and implementing sales plans to meet sales objectives of the company.

Key Accountabilities (Duties and Responsibilities)		
Perspective	% Weighting <i>(to add up to 100%)</i>	Output
Financial	70%	New Business <ul style="list-style-type: none"> To achieve the set sales targets/plans for all the Ecosystem Banking products weekly, monthly and quarterly consistently. To co-ordinate sales activities in the market aimed at customer acquisition or customer management e. Manage, organize, implement and co-ordinate sales activations and promotions effectively in liaison with all stakeholders; marketing and service teams for the successful outcome of business plans. Provide feedback to the Ecosystem Banking management team on the execution of promotions and sales operations activities in the market Monitor market conditions and trends and constantly give feedback to management for decision making. To actively manage customer information flow from the bank
Internal business processes	30%	Processing (15 %) <ul style="list-style-type: none"> Ensure KYC compliance Manage sales and customer records Follow through on pipelines & sales plans Deliver on SLA & TAT Sales Administration (15%) <ul style="list-style-type: none"> Manage sales records Pipelines Customer records

		<ul style="list-style-type: none"> • Sales plans • Deliver acceptable level on service level agreement and NPS Rate.
Customer experience		<ul style="list-style-type: none"> • Demonstrate NCBA Bank values.
Learning and growth		<ul style="list-style-type: none"> • Ensure attendance of product refresher courses and E-Learning hours are achieved for self. • Adhere to policy on annual leave.

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	None
Indirect Reports	None

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal <ul style="list-style-type: none"> • Commercial & SME Banking RM's, Branch teams, Sales Team Leaders, Consumer Banking RMs, 	External <ul style="list-style-type: none"> • Prospective Business Customers

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make (Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.
Operational

Work cycle and impact: time horizon and nature of impact (Planning) (e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)
2 weeks

Ideal Job Specifications
Academic: <ul style="list-style-type: none"> ▪ Minimum of a Diploma in a business related field ▪ A degree is an added advantage Professional: <ul style="list-style-type: none"> • Not mandatory Desired work experience: <ul style="list-style-type: none"> • Previous sales experience
NCBA Core Value Behaviours (Performance Drivers)
DRIVEN: - We are passionate , make bold decisions and learn from our failures. We seek new challenges and appreciate different views constantly raising the bar. We explore our full potential .

NCBA Core Value Behaviours (Performance Drivers)

OPEN: - Our interactions are **candid, honest and transparent**. We listen to each other and our clients. We are inclusive and always **respect each other**.

RESPONSIVE: - We are **proactive**, act quickly and resolutely to **deliver results**. We put our **customer's interests at the heart** of all that we do. We keep it simple and seek **new ways to improve**.

TRUSTED: - As a trusted partner we do what is **morally right** always. We **keep our word**. We are **accountable** and **believe in each other**.

Ideal Job competencies

Technical Competencies

- Strong planning and organizational skills.
- Proactive contributor to sales strategy and broadly knowledgeable in sales & marketing, people management and use of IT.
- Good Communication & questioning Skills.
- Good numerical & analytical skills
- Thorough understanding of the banks' products & services
- Good networking skills.
- Effective planner and implementer of business plans

Behavioural Competencies

- Good interpersonal skills
- Ability to communicate comfortably at all levels
- A team player
- Achieving business performance
- Thorough understanding of bank products
- Self-motivated and result oriented
- Ability to establish priorities, plan, coordinate and monitor own work plan.