

# **CAREER OPPORTUNITY**

- "Deputy Branch Manager"

HUYE Branch & GICUMBI Branch

Join the fastest growing bank in Rwanda, Apply Now

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www.cogebanque.co.rw



#### I. ABOUT US

Cogebanque (Compagnie Générale de Banque Plc) is a Rwanda-based commercial bank, licensed by the National Bank of Rwanda. It started operations in 1999.

It is one of the fastest growing banks in Rwanda and today has 28 branches, over 600 agents, and 36 ATMs across the country. These are supported by Mobile banking (USSD on \*505# and Mobile App "Coge mBank"), Cards (Mastercards & Smart cash & SafariBus), SchoolGEAR and internet banking delivery channels accessible through different media.

Cogebanque has been serving Rwandan industries for over 23 years with innovative services to its customers and has positively impacted the Rwandan economy.

Cogebanque provides a comprehensive range of products and services targeted at corporate, SMEs and retail customers.

For more information, visit www.cogebanque.co.rw



#### Mission

To create, maintain, and enhance shareholder value by providing unrivaled financial solutions to our customer.



# Vision

To be a financial center of excellance and a leading provider of innovative financial solutions in Rwanda.



#### Values

Excellence, Integrity, Innovation, Teamwork, Flexibility, Open Communication, Accountability and Customer orientation

#### II. WHAT OPPORTUNITIES DO WE HAVE FOR YOU?

At Cogebanque we believe our Employees are the bridge to achieving our business development goals and creating sustainable social and economic change in our society. We make it our priority to ensure their growth and comfort while working with the Bank.

Apart from organizing frequent trainings, career building sessions and team building workshops for our Employees, we facilitate you to enjoy our wide range of services and products at favorable terms that ultimately could help you achieve your personal goals.

In the view of the above, Cogebanque Plc is looking External & Internal for inspired innovators, self-driven and highly creative personalities to collaborate with the Bank in taking it to the next level of success. If you feel you have what it takes, we would like to hear from you by applying for the below position/s.

If the position described below speaks to you, send us your application via email at jobvacancies@cogebank.com by or before 12/06/2023 marking the subject as "The Job You Are Applying for". i.e. "Deputy Branch Manager at HUYE & GICUMBI Branch"

# Deputy Branch Manager at HUYE & GICUMBI Branch

Grade: Principal Sr. Officer

# Job summary

To coordinate and supervise all areas of operation and business development at the branch by implementing strategies that increase productivity and enable the achievement of targets. He/she manages staff, fosters a positive working environment, and ensures customer satisfaction, proper branch operation and back up the Branch Manager in his absence

# **Job Requirements**

- Bachelor Degree in Business Administration or in other related field
- Minimum of five (5) years in business development in a financial institution. Prior experience in supervisory position would be an added advantage.

#### General and Behavioral

- Sufficient knowledge of modern management techniques and best practices;
- Ability to meet sales targets and production goals;
- Familiarity with industry's rules and regulations;
- Excellent organizational skills;
- Results driven and customer focused;
- Leadership and human resources management skills;
- Fluent in English
- Hands-on approach to work

# **Key Responsibilities:**

#### **Portfolio Growth**

- Coordinate sales drives, campaigns and other opportunities to increase the retail portfolio of the Branch
- Develop and manage deposit and loan portfolio
- Plan, implement and monitor growth and quality of branch credit portfolio and the bank business plan.
- Conduct field visits and carry out the verification of loans to improve branch portfolio management.

#### **Risk Management**

- Lead the management and implementation of Bank Risk management policy in the day to day operations of the Branch
- Manage and ensure the reduction of NPL's for the Branch;

#### Leadership

- Provide leadership to Branch staff by providing training, coaching; development and performance management
- Direct all operational aspects at the branch including Branch operations, customer service, human resources, administration and marketing of Bank Products and services;

#### **Policies and Procedures**

- Implement and monitor the bank policies at branch level to ensure consistent application by all staff and where polices have not been applied corrective measures are taken to mitigate risk and exposure.
  - Review coordinate, monitor and authorize all processes of account opening, reactivation, adjustment, transfer and closure of all accounts in line with bank policies, kyc guidelines and anti-money laundering guidelines

#### **Budgeting and Work Planning**

- Plan and coordinate the budgeting process, monitor performance on a regular basis and initiate corrective action.
- Develop and implement branch work plans that reflect and contribute to the strategic plan ensure that all targets have been planned for and work activities defined to contribute to business growth

#### Reporting

 Prepare and present daily, weekly, monthly and quarterly performance reports to supervisors and internal stakeholders to communicate progress, highlight issues that may require resolution and effectively ensuring that the branch performance is on target.

# **Customer Service** Create a conductive customer service environment by building strong business relationships with the customers who result in trust, confidence and contributes to retention and brand loyalty. Create a platform to receive customer feedback and address customer complaints **Operations:** Validation of the payments/transfers processed at the counters and front office desk, Confirmation of payment for big transactions, Initiate the TOD approved in the system, Opening accounts for work in clients and others Ensure safety of vouchers for the transactions done Ensure the branch operates within the cash limit insured Validation in the system of new accounts opened by Business Advisor, Front officer & Head Teller (he/she should not validate the accounts opened by himself) Validation in the system of TOD approved initiated by Business Advisor, Front officer & Head Teller (he/she cannot validate the TOD initiated by himself) Security Coordinate and work with the security officer to ensure that the branch security processes and procedures are closely followed by all staff avoiding breach in security and endangering the lives of staff and customers. 8888888888888888888888888888888888888