



KCB

Making the
Difference

HEAD OF AGENT BANKING – RB 26/2010

THE POSITION

Reporting to Divisional Director Retail, the position has the responsibility to design and develop Agent Banking Business, rollout to market and growth of the Agent Banking Business.

This challenging opportunity to contribute to the growth of our business will involve the following:

- Formulate and execute Agent Banking Business Strategy in alignment with the Group Business Strategic Plan.
- Design and co-ordinate the development, rollout and management of Agent Banking Business through acquisition of agents in compliance with the set agent selection criteria and ensuring customer usage of agent outlets.
- Initiate and ensure establishment of robust remuneration tariff for agents.
- Develop a robust stable of products and services to be consumed by agents and bank customers via the agent network in particular an innovative sustainable credit model that will enable bank customers to access credit through the agent network in a controlled environment.
- Execute operational excellence, cost management and compliance to internal policies and CBK guidelines.
- Champion customer service and implementation of quality service delivery standards.

The Person

For the above position, the successful applicants should have

- A university degree preferably in a financial field. Possession of a post graduate degree or professional qualification in a related field will be an added advantage
- 5 years management experience in sales and marketing with proven success results.
- Strong networking and interpersonal skills.
- Excellent client relationship management.
- Proven people, leadership, communication and negotiation skills.
- Strong risk analytical skills.
- A result driven 'team player', personality with a willingness and ability to work in a dynamic working environment.

This is a demanding role for which the Bank will provide a very attractive and competitive package for the right candidate.

If you believe you can clearly demonstrate your abilities to meet the criteria given above, please submit your application with a detailed CV, stating your current position, current remuneration level, e-mail, and telephone contacts via e-mail to, recruitment@kcb.co.ke quoting "Head, Agency Banking" in the subject field. **Only short-listed candidates will be contacted.** To be considered, your application must be received by 13th August 2010.