

BRAC Bank Limited, pioneer in SME Banking, delivers a full array of banking services to individuals as well as business entities. Our financial results along with the best credit rating and multiple best financial report awards speak of our aspiration, transparency and teamwork towards the objective of becoming the best bank in the country. While we thrive in present, we invest simultaneously for future – upgraded core banking system in Finacle 10, first local bank to roll out Oracle ERP, process alignment with best practices and many more. However, this feat of providing a comprehensive range of solutions to its millions of customers would not be possible without our diversified business model and unmatched network of 187 Branches, 430 ATMs, 456 SME Unit Offices, 11 Regional Operations Office and 224 remittance delivery points.

To support its continuous business growth, BRAC Bank is currently looking for ambitious, smart, goal-oriented, enthusiastic individuals for the following position in Distribution Network Division:

### **Branch Sales & Service Officer**

**Employment Type:** Full Time Employment      **Job Grade:** OG I, OG II, SO      **Job Location:** Anywhere in Bangladesh

#### **KEY RESPONSIBILITIES**

- Achieve set targets in terms of deposit and advances.
- Ensure daily reports are done accurately and on timely basis
- Increase the customer base.
- Provide friendly and responsive customer service by using skills for excellent customer service
- Interview and answer all sorts of customer queries
- Help the BM to handle customer complaints in a positive manner and converting complaints into service improvement opportunities
- Delivering solution or redirecting problems to the BOM
- Assist the BOM to coordinate with relevant departments (Credit approval team, Asset Ops, Communications, Regulatory Affairs, Branches, Management, etc.) for customer service
- Ensure that any or all expenses for the branch are processed as per policy and with due diligence

#### **KEY QUALIFICATIONS**

- Minimum Bachelors' degree, preferably in Business Administration/Banking and Finance/ Marketing/ Management/ Economics, from a reputed university
- Candidates with experience in relevant field will get priority
- Should be able to speak fluent English and Bangla
- Should have a good knowledge of local banking laws, regulations, and Negotiable Instrument Act
- Should have basic Computer skills (word processing, spreadsheet, and presentation)
- Should have initiative and drive to achieve set targets and service standards
- Should have ability to manage and prioritize job and time
- Should maintain satisfactory relationships with all departments

#### **FEMALE CANDIDATES ARE HIGHLY ENCOURAGED TO APPLY**

Only short listed candidates will be called for the interview as per recruitment process.

BRAC Bank reserves the right to accept or reject any application without assigning any reason whatsoever.

If you are interested to take this challenge, then please go to BRAC Bank Ltd's career portal and apply by creating your detailed profile.

**BRAC Bank does not charge any fee at any stage of the recruitment process.**

Please note that BRAC Bank is an equal employment organization. Any form of persuasion will disqualify the candidature.

**Application Deadline: December 28, 2019**

