



## **Job Vacancy Announcement**

AccessBank Liberia Limited, a fully-fledged commercial bank is seeking qualified individual to fill the position of E-Banking Business Officer.

ABL is a part of a growing chain of international banks. Its shareholders are multinational entities including AccessHolding AG of Germany- a joint stock holding company, International Finance Corporation (IFC) - the private sector arm of the World Bank Group; African Development Bank- a development bank which aims at promoting economic and social development in Africa; and European Investment Bank - the long-term lending bank of the European Union.

**Job title:** E-Banking Business Officer

### **Overall Job Function:**

*Support in E-Banking Project Implementation by liaising with other departments and external stakeholder involved in the project: Banking Services, Credit, Accounting, IT Department, Audit, Risk, Marketing, Human Resource, Central Bank, Client, Central Bank, and other stakeholders. Support Channel Manager & Project Manager on other daily and administrative tasks.*

*Special focus will be put on data analysis to measure key performance indicators of various e-banking products & services, customer segmentation and profitability assessment, analyse uptake of e-banking products and design go-to market strategies, customer satisfaction, retention rates, drop-out statistics and other relevant measures are applied and analysed on a constant basis to improve e-banking products & services uptake.*

### **Key Responsibilities include but not limited to:**

- Coordinate small projects' implementation aiming to develop the alternative delivery channels
- Be a key player to develop creative and innovation solutions to deliver a competitive client journey
- Translate clients' requirements into business requirements for implementation
- Team member of Process re-engineering activities in order to improve the customer experience
- Support the User Acceptance Tests and pilot implementation of new e-channel products
- Support the e-channel comparison with competitor offering on services, promotions and special offerings on e-channels and update Managers
- Support the training of ambassadors and other required Bank staff
- Coordinate with users to determine the business needs for automation, evaluate business requirements and present the same to in a non-technical manner
- Coordinate with other I.T. units to conduct a system acceptance test prior to release on production

- Ensure adequate training is provided to users and that they are able to clearly understand the benefits of system/process change
- Follow Standard Operating Procedures in Operations. Monitor the processes and their results to avoid issues
- Support the smooth operations of electronic channels and recommend enhancements in current processes to improve the quality and efficiency
- Daily monitoring of conflicts and their resolution. Support the day-to-day reconciliation of the e-channel transactions.

#### **Experience and Knowledge Qualifications:**

- HND or Bachelor or equivalent qualification
- Minimum of 3 years of experience in Operations environment within a Bank

#### **Necessary experience and knowledge**

- Hands on experience in e-banking / e-commerce product development
- Experience in team management
- Experience in stakeholder management

#### **Desired experience and knowledge**

- In-depth knowledge about local finance sector

#### **Soft Skills**

- Change Management Skills to convince staff on better processes
- Ability to coordinate several tasks and deliver within the deadlines
- Technical awareness to understand, analyze and solve problem
- Ability to analyze and identify technical drawbacks and increase process efficiency by re-thinking

#### **Performance Standards / Results expected to achieve**

- Timely and successful rollout of projects (project planning, pilot plan, roll-out strategy)
- Prompt feedback on complaints and inquiries by other departments & clients (if necessary)
- Representative and up-to-date analysis and reporting on various projects KPIs
- Successful execution of Customer Needs Analysis and other customer centric projects
- Number of brand ambassadors & staff trained
- Evidence for the effectiveness of business development activities
- KPIs of the projects directly managed & other projects managed by E-Banking Unit
- Ensures timely submission of performance appraisals, incl. subordinated staff have completed their self-performance appraisal; signed and agreed to annual performance appraisal
- Identifies potential gaps and adequate trainings/ staff development measures to address those gaps

If you are interested and fulfill the above mentioned requirements, please send your application, as well as your cover letters and CV including testimony of all relevant documents to the Human Resources Department, AccessBank Liberia, The Microfinance Bank, 20th Street Sinkor; Monrovia-Liberia or email us on [hr@accessbank.com.lr](mailto:hr@accessbank.com.lr)

Deadline is **Friday, August 3, 2018 @ 5:00p.m.**

**Please note that only short-listed candidates will be contacted**