

ABOUT BFL BRED Group

Born as a partnership between BRED a French bank and BCEL, Banque Franco-Lao (BRED Group) identity combines a French flavor and a local presence. BRED Group was created as a cooperative bank by entrepreneurs in 1919, and kept this entrepreneurship spirit since its creation along with a strong community involvement and promotion of new initiatives.

Innovation in the banking sector has become a key, not only in terms of digital solutions, but also through the advice that we propose to our customers. What we want to put at the heart of our action is a better understanding of our customer's projects, in order to build proximity and strong partnership with our customers, through dedicated Personal Bankers, reactivity to their questions and tailor-made solutions.

Service Unit Manager

(ITECC Service Unit)

KEY RESPONSIBILITIES

- Lead and manage the sales and teller team at the service unit.
- Develop and implement a Service Unit business plan with medium to long-term outlook to promote BFL's products and services to potential customers and businesses.
- Drive Service Unit performance to meet and/or exceed agreed business plans and targets.
- Regularly review and discuss the business plan with the team to deliver the desired results.
- Develop a "customer relationship" culture in the Service Unit to improve customer retention and drive growth in products per customer.
- Foster a culture that minimizes losses and errors and has an active approach to compliance.
- Facilitate the creation, implementation and maintenance of a positive environment that promotes active selling and superior customer satisfaction.
- Proactively generate new viable business by creating and leveraging referral networks and building relationships with high value customers.
- Work with the team to seek out and leverage feedback from customers, and actively resolve customer complaints.
- Facilitate the migration of customers to other distribution channels ie Internet Banking, Mobile wallet.
- Regularly contact and review the banking needs of the Top 50 high value Service Unit customers.

KEY REQUIREMENTS

- At least Bachelor's degree in Economic, Business Management, Finance, Banking or Related Disciplines
- Minimum 5 years of experience in banking industry with strong background in retail banking management.
- Experience in sales and strong knowledge of sales culture and the financial services sector.
- Sound understanding of sales and marketing principles, in particular the components of pricing and the resultant impact on overall profitability.
- Excellent written and oral communication, planning, problem-solving and organising skills.
- Strong understanding of Consumer and SME lending products
- Practical knowledge of operating risk and compliance policies and procedures.
- Strong people management skill with ability to lead, develop and coach the team to gain a high performance.
- Excellent written and oral communication, planning, problem solving and organising skills.
- Proficiency in Microsoft Offices (Word, Excel, PowerPoint)
- Have a strong command of English language.

STAFF BENEFITS

- Training and Development Opportunities
- Attractive Salary
- Annual Salary Review and Bonus
- Monthly Food Allowance
- Employee Health Insurance on top of Social Security Benefit
- Staff Loan Benefit at Low Interest Rate
- Personal Cash Advance upto 20% of your annual gross salary
- Foreign currencies exchange upto 100% of your annual gross salary
- Quarterly Budget for Team Building/Social Gathering
- Employee Saving Plan in USD

Apply now via email: recruitment@bfl.la
Closing date for applications is 09 February 2024