



## **CAREER OPPORTUNITIES AT EQUITY BANK.**

Equity Bank is one of the region's leading Banks whose purpose is to transform the lives and livelihoods of the people of Africa socially and economically by availing them modern, inclusive financial services that maximize their opportunities. With a strong footprint in Kenya, Uganda, Tanzania, Rwanda, DRC and South Sudan, Equity Bank is home to more than 20 million customers – the largest customer base in Africa. Currently the Bank is seeking additional talent to serve in the role outlined below:

### **RELATIONSHIP SUPERVISOR -CHANNELS**

The Relationship Supervisor - Channels is responsible to ensure optimum customer acquisition, retention, and income generation from sales of all payment channels of the Bank, and competitively work with the branch team to bring value, support the advancement of the Bank's Digital payment strategy and drive the digitization journey of existing and new customers to ensure a high uptake on the Bank's digital solutions

### **Key Responsibilities and Accountabilities**

- Sell the Bank Digital products and on-board existing and new customers on Bank digital platforms.
- Deliver the set targets as per the key performance indicators (KPIs) for the channels in the respective Branch.
- Agent Recruitment, document collection & process approval at the branch level
- Ensure agent Activation and monitoring of Agents performance in the branch.
- Ensure activity rate of the Agents, Merchants POS and PWE Tills are at 90%.
- Driving IMT business growth at the branch
- Driving Intercountry business growth at the branch
- Driving the Merchant POS business growth at the branch
- Driving the Merchant PWE business growth at the branch
- Drive adoption of new digital products at the branch
- Formulate & execute innovative digital offerings, aligning with business goals & customer experience.
- Manage product roadmaps & business cases for digital channel growth.
- Driving IMT business growth at the branch
- Monitor and manage the cards stock.
- Manage key customer relationships through regular contacts and visits by ensuring the effective call program is maintained on all assigned and prospect customers.
- Ensure compliance to Know Your Customer (KYC) and Anti Money Laundering (AML) requirements in all dealings with existing and potential customers.
- Conduct market analysis & propose technology enhancements.
- Collaborate with head office team to achieve the payment business strategy.
- Monitor channels performance, & product impact
- Assess market competition within the payments & financial services industry.



### **Qualification, Experience, Skills, and Attributes**

- Business related degree from a recognized institution
- At least 2 years' experience in handling Agency or Merchant Acquiring business in banking sector
- Driving license, Category A or B would be an added advantage
- Strong understanding of Digital Channels Business & Operations
- Experience in Relationship management
- A passion for technological innovation and awareness of global trends in digital media technology.
- Analytical skills to interpret and evaluate financial statements.
- Good understanding of the banking industry
- Sales Skills and Customer Service Skills
- Strong presentation, negotiation, and communication skills.
- Excellent interpersonal skills and Results driven attitude
- Knowledge of the Banking Industry Rules & Regulations

If you meet the above requirements, submit your application quoting the job opportunity you are applying for as subject of your email through the email address below by **8<sup>th</sup> October 2025**. Please include detailed Curriculum Vitae, copies of the relevant certificates, testimonials, and daytime telephone contact and email address. Only short-listed candidates will be contacted.

Email to: **[jobsrwanda@equitybank.co.rw](mailto:jobsrwanda@equitybank.co.rw)**

Equity Bank is an equal opportunity employer. We value the diversity of individuals, ideas, perspectives, insights, values and what they bring to the workplace.