



SERVICE ONE Alliance Bank

Service One Mutual Ltd

JOB DESCRIPTION

Title: Mobile Banker	Reports to: Branch Manager
Incumbent	Date: 2019

PRIMARY ROLE

The Mobile Banker is responsible for identifying and developing new business opportunities for SERVICE ONE including the recruitment of new Members with an emphasis on lending products. They are also responsible for enhancing SERVICE ONE's reputation in their areas and for identifying and implementing business building strategies to grow the business.

KEY RESULT AREAS	PERFORMANCE CRITERIA
1. Actively seeks new opportunities by analyzing the areas and by pro-actively targeting new Member sales opportunities.	<ul style="list-style-type: none">• Prepares a Business Development Plan for their areas and implements the actions as part of this plan.• Builds referral and lead generation network/s within the areas.• Adopts a hands-on approach in developing and implementation of marketing tactics for their area.
2. Manages the sale of loans and products to new and existing Members and provides efficient and professional advice by maintaining up to date knowledge.	<ul style="list-style-type: none">• Actively looks for opportunities to increase the products purchased per Member.• Effective and timely processing of loans.• Maintains an up to date and

	<p>accurate product and service knowledge for the provision of advice to Members.</p> <ul style="list-style-type: none"> • No material breaches of the Group Credit Manual or the Consumer Lending Manual.
3. Drives activities to achieve profit, revenue, product sales and Member service targets.	<ul style="list-style-type: none"> • Monitors performance against target and seeks ways to improve the business performance of the areas. • Member surveys show high awareness of SERVICE ONE's products and services.
4. Ensures the business building for the areas are effective and implement tactics to grow the business.	<ul style="list-style-type: none"> • Ensure effective implementation of business building activities and provides feedback on results for all campaigns. • Identifies product and service opportunities for the areas. • SERVICE ONE's brand awareness increases.
5. Exemplifies SERVICE ONE's values in every interaction with Members, staff and other stakeholders.	<ul style="list-style-type: none"> • No negative feedback on performance, service and team work. • Acts as a team member through helping, encouraging and mutually supporting others in the team and aids in the branch operational requirements.
6. As directed by the Branch Manager assisting from time to time in branch administration, member enquiries and daily tasks.	<ul style="list-style-type: none"> • Identifies product and service opportunities for the areas. • No legitimate complaints from Members relating to services provided. • Acts as a team member through helping, encouraging and mutually supporting others in the team and aids in the branch operational requirements.

SIGN OFF

<p>Signature:</p> <p>.....</p> <p>Employee</p> <p>.....</p> <p>Branch Manager</p>	<p>Date:</p> <p>.....</p> <p>.....</p>
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