

SBM is a leading financial services group in Mauritius, and is also present in India, Madagascar and Kenya. The Group has a customer base of more than 500,000, providing adapted financial solutions and supported by multi-channel capabilities. The strategy of the Group revolves around modernisation and diversification of its offering, expansion of its markets, and enhancement of capabilities, prominently regarding human capital.

Our employees – currently around 1,800 – are at the heart of our growth strategy. In our quest to be the employer of choice and a reference, we are laying increasing emphasis on developing and nurturing our talent pool. SBM aims to become a reference for creating talent for the world of tomorrow.



## Open your door to success by joining us

in the following challenging position:

### IBD – Service Officer

#### Job Purpose:

Reporting to Relationship Managers (RMs), the Service Officer will be called upon to provide active support to RMs in achieving financial targets and provide high level customer service, mainly to corporate client base, starting from customer onboarding phase and during their journey with the bank.

#### Key Responsibilities:

- Provide effective and timely sales support to RMs when onboarding clients
- Manage payment arrangements with customers under the guidance of RMs
- Follow up for KYC documents and rectify flaws by coordinating closely with RMs
- Liaise with dedicated customer base and other departments for effective query resolution
- Assist in growing the portfolio of customers by identifying business opportunities
- Perform timely update of relevant information systems and report accordingly
- Prepare and monitor monthly sales performance statistics
- Build and maintain strong relationships with internal and external customers
- Ensure quality customer service and efficiency at all times

#### Qualifications, Experience & Skills:

- University Degree in Banking/Finance/Accounting
- At least 2 years' experience in the Financial Services sector
- Sound knowledge of Global Industry in Mauritius/Banking practices, procedures and products
- Self-motivated and customer-oriented
- Excellent communication and interpersonal skills
- Ability to work in team, meet targets and deadlines

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If you believe in taking new challenges with the right mindset, please refer to our website for full details and complete our online application form on [www.sbmgroup.mu/vacancies](http://www.sbmgroup.mu/vacancies) by Friday, 30<sup>th</sup> November 2018.

We thank you for your interest and invite you to grow with us.

#### Kindly note:

All applications will be dealt with in strict confidence.

Please favour online application.

The Group reserves the right to call only the best candidates for interview and not to fill this position following this advertisement.

SBM is an equal opportunity employer.

One step in the right direction and a giant leap for your career.