

CAREER OPPORTUNITIES



SBM is a leading financial services group in Mauritius, with a growing presence in the region, namely in Kenya, India and Madagascar. We serve a client base of more than 875,000 across the corporate, retail and high net worth segments and we provide adapted financial solutions supported by multi-channel capabilities within a universal banking model. The strategy of the Group revolves around modernisation and diversification of its offering, expansion of its markets, enhancement of capabilities prominently with respect to human capital, and effective risk management.

Our employees – currently more than 2,500 across the Group – are at the heart of our growth strategy. In our quest to be the employer of choice, we are laying increasing emphasis on developing and nurturing talent. SBM aims to become a reference in creating talent for a smarter tomorrow.

Open your door to success by joining us in the following challenging position:

Service Officer – Private Banking & Wealth Management

Job Purpose:

Reporting to the Operations Lead of Private Banking and Wealth Management Department, the job incumbent will be responsible to efficiently process all requests received from the High Net Worth clients as channeled by the Private Bankers (PBs)/Relationship Managers (RMs) alongside adhering to critical processes, policies and procedures as well as maintaining a high level of customer service.

Key Responsibilities:

- Assist the PBs/RMs in their daily tasks and in sales support.
- Open customers' accounts as per BOM guidelines and Bank processes.
- Perform data maintenance and timely information update on the Bank's system.
- Attend to customers' requests promptly.
- Assist in operational issues and liaise with other departments for effective query resolution.
- Process payments and handle a wide range of front – line banking transactions under the guidance of PBs/RMs.
- Ensure quality customer service and efficiency at all times.
- Act as a facilitator between customers and key departments.
- Conduct cross selling/upselling and carry out referral sales activities.
- Perform any other related duties as assigned.

Qualifications, Experience & Skills:

- Degree in Banking/Management/Accounting/Business/Finance and/or any other relevant professional qualifications
- At least 2 years' of experience in the Banking / Financial Services Sector, preferably in customer facing roles
- Sound knowledge of banking practices, procedures and products
- Self-motivated and customer-oriented
- Excellent communication, planning and interpersonal skills
- Ability to work in team, meet targets within set deadlines

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 by Wednesday, 1st June 2022.

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 OR 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.