



FINANCE TRUST BANK

JOB OPPORTUNITY

Finance Trust Bank was licensed as a Tier 1 Commercial Bank on 11th November, 2013, taking over the financial services business of Uganda Finance Trust Limited (MDI). Today Finance Trust Bank is a fully-fledged commercial bank serving a clientele of over 500,000 depositors and over 37,000 borrowers, through a network of 34 branches country wide. The bank offers a variety of Products and services including; Savings, Current accounts, Loans, Money transfer services and Bills payments to its target market which comprises of micro, small and medium entrepreneurs, salary earners and youth.

In order to meet the needs of its growing customer base, the company is seeking to recruit dynamic, self-motivated, result oriented professionals to fill the following position;

1. Regional Agency Banking Officer

This position reports directly to the Supervisor Agency Banking and will be based at a Branch of the Bank.

Role of the Job:

To coordinate and monitor the implementation of Agent Banking Strategy in line with Financial Inclusion strategy, annual budget and regulatory framework.

Key Result Areas:

1. Recruit agents for the bank and monitor transactions in line with the policy and procedures.
2. Monitor the performance of the Bank agent in line with set targets, standards and procedures.
3. Implement the training programme for agents as per agency banking annual work - plan.
4. Carry out regular visits to agents to confirm compliance with the Internal Bank/ External Regulators' policies and procedures.
5. Carry out first level maintenance of agency banking equipment, e.g. Point of Sale and logbooks and Mobile phone trouble shooting.
6. Handle first level of customer service to agents and handle customer complaints arising from agents.
7. Liaise with Marketing dept to ensure that agent premises are properly branded, and the Finance Trust Bank brand is visible at all agent premises.
8. Carry out any other work-related duties assigned by your supervisor from time to time.

Minimum educational and technical competence requirements:

- A bachelor's degree in any of these fields e.g. Economics, Business Administration, Social Sciences /Marketing, education, obtained from a recognised University
- A minimum of two years' experience in the banking industry.
- Must have critical thinking, analytical, attention to detail and problem-solving skills.
- Good verbal and written communication skills
- Advanced, computer literacy, numerical skills and statistical skills.
- Team player.
- Ability to exercise excellent judgment.
- Ability to build functioning working relationships across organizational, corporate, and cultural boundaries.

- Takes clear accountability and focuses on delivery of broader corporate goals.
- Ability to demonstrate positive image and uphold FTB values.
- Must be a person of integrity.

Position carries an attractive salary and benefits package.

Applications:

Suitably qualified candidates should address their application to Head, Human Resource, Finance Trust Bank, TWED PLAZA, Plot 22B, Lumumba avenue , Kampala, Uganda, and email it to jobs@financetrust.co.ug. as well as photocopies of academic documents, and a CV. The CV should include telephone contacts and email addresses of three referees, one of whom should be the most recent employer.

Closing date for submission of the applications is **01st March 2025**. *Only shortlisted candidates will be contacted directly on Tel. Numbers 0312 222600 or 0414 341275 ONLY.*

Please note that in line with the Bank procedures, no job offers are made online.