



PostBank

# VACANCY NOTICE

PostBank is a Commercial Bank that is committed to fostering prosperity for Ugandans. The bank is growing and giving opportunity for its employees and the public. PostBank is in need of a competent and achievement driven professional to fill up the below role that has fallen vacant.

## POSITION DESCRIPTION

### JOB TITLE: PRODUCT MANAGER-ALTERNATIVE CHANNELS

### REPORTS TO: HEAD DATA ANALYTICS & RETAIL PRODUCTS

#### JOB PURPOSE

- The Product Manager- Alternate Channels will be responsible for Alternative Distribution Channel (ADC) products lifecycle management, innovation, monitoring, enhancements of the customer value propositions and fostering channels utilization and adoption, and business growth.
- Manage partner relationships and marketing initiatives to better deliver products and services that meet the overall strategic and financial goals of the bank.

#### KEY RESPONSIBILITIES /KEY DELIVERABLES

- Lead the development, commercialisation and monitoring of ADC products and services that align with the overall bank strategy.
- Enhance existing channels to meet the changing customer needs and provide the best customer experience that will attract new customers to the bank and retain existing ones.
- Drive the sales and marketing agenda to enhance penetration and utilisation of the channels through marketing and promotion, staff training, collaboration with cross functional teams, competitor analysis and market research, and mining data to identify sales opportunities.
- Closely monitor the market for dynamics on customer behavior, competition, policies, regulations and compliance requirements.
- Manage and optimise the performance and profitability of the channels according to the set targets.
- Prepare and present weekly, monthly, and quarterly performance reports on channel performance and project progress in line with the set targets.
- Manage income leakage by performing periodic revenue assurance exercises on all channels.
- Manage relationships based on service level agreements with partner vendors, service providers and cross functional teams to support and derive maximum benefits from alternative channel services.
- Handling of channels customer queries and complaints in line with the bank's standards.
- Identify and mitigate risks associated with alternative channels.

#### QUALIFICATIONS, EXPERIENCE AND COMPETENCIES REQUIRED

- Bachelor's Degree in any Business or IT related field with at least 5 years of experience in banking out of which 3 must be in a managerial role in ADC in banking.
- Professional Qualifications, CPA/ACCA/CDBP, CFTP, CFTP, CDFP is an added advantage.
- Proven track record in development and management of banking products and services through alternative channels
- Good knowledge and understanding of key ADC products (such as mobile banking, internet banking and Card Technologies)
- Product marketing principles
- Product and financial training
- Business and industrial awareness
- Revenue generation initiatives
- Project management methodology
- Good interpersonal skills necessary for collaboration with other teams for implementation of activities.
- Team player and ability to work with minimum supervision.
- Strong analytical, product management, problem- solving, decision-making, financial management and budget planning skills.
- Ability to work with IT personnel to articulate business requirements
- Computer literate (MS Office Suite including MS- Excel)

#### THE FOLLOWING DOCUMENTS SHOULD ACCOMPANY THE APPLICATION

- Cover letter, Detailed CV, and Copies of academic documents all as one file.

#### MODE OF APPLICATION

- Online applications addressed to **Chief Human Resources Officer**, PostBank Uganda.
- Send application to **hr@postbank.co.ug** with job title as subject.
- Closing Date: **Friday 16<sup>th</sup> August 2024 at 5:00pm.**
- Only shortlisted candidates will be contacted.

**PostBank Uganda Ltd is an equal opportunity employer.**

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