

JOB OPPORTUNITY

Position: Relationship Officer - Kasumbalesa, Chililabombwe Department: Personal Banking

To establish and maintain positive customer relationships through a bundle of new and existing products.

Reporting Relationship:

Functionally Reports to: Head Personal Banking
Administratively Reports to: Branch Manager

Key Responsibilities:

- Prepare documentation on the creation of risk assets to increase business office profitability.
- Aggressively market the bank's products to ensure favourable market response and optimum build-up of revenue.
- Solicit and acquire customer relationships to improve deposit liability growth and mix.
- Ensure the reactivation of dormant accounts and relationships to improve deposit liability growth and profitability.
- Making calls and visiting business customers as well as attending meetings
- Implementing the delivery of marketing strategies and targets
- Processing data to produce accurate facts, figures, and reports;
- Facilitating, establishing and maintaining effective relationships with new and existing customers;
- Reactivating dormant customer relationships

Skills & Competencies:

- Ability to evaluate needs of customers, and determine what products or service would best serve those needs
- Interpersonal and communications skills.
- Selling and marketing skills
- Must be self solution driven, proactive and have acceptable knowledge of the business environment
- Must exhibit drive energy, aggression and passion for business development and acquisition
- Must be technology savvy

Application requirements:

- Minimum of a first degree in a business related field from a recognized University with at least a Credit or better.
- Grade Twelve Certificate with at least Five (05) Credits of better, including Mathematics and English
- ZQA verified certificates
- Minimum of two (2) years cognate experience

To Apply

United Bank for Africa is an equal opportunity employer. Interested candidates that meet the above job requirements should send their application in a **single document** comprising of detailed Curriculum Vitae, G12, Degree and other copies of professional qualifications to careers.zambia@ubagroup.com by **23rd January, 2026**.

JOB OPPORTUNITY

Position: Relationship Manager - Kasumbalesa, Chililabombwe Department: SME, Retail Banking

To establish and maintain positive customer relationships through a bundle of new and existing products.

Reporting Relationship:

Functionally Reports to: Head SME

Administratively Reports to: Branch Manager

Key Responsibilities:

- Prepare documentation on the creation of risk assets to increase business office profitability.
- Aggressively market the bank's products to ensure favourable market response and optimum build-up of revenue.
- Solicit and acquire customer relationships to improve deposit liability growth and mix.
- Ensure the reactivation of dormant accounts and relationships to improve deposit liability growth and profitability.
- Making calls and visiting business customers as well as attending meetings
- Implementing the delivery of marketing strategies and targets
- Processing data to produce accurate facts, figures, and reports;
- Facilitating, establishing and maintaining effective relationships with new and existing customers;
- Reactivating dormant customer relationships

Skills & Competencies:

- Ability to evaluate needs of customers, and determine what products or service would best serve those needs
- Interpersonal and communications skills.
- Selling and marketing skills
- Must be self solution driven, proactive and have acceptable knowledge of the business environment
- Must exhibit drive energy, aggression and passion for business development and acquisition
- Must be technology savvy

Application requirements:

- Minimum of a first degree in a business related field from a recognized University with at least a Credit or better.
- Grade Twelve Certificate with at least Five (05) Credits of better, including Mathematics and English
- ZQA verified certificates
- Minimum of two (2) years cognate experience

To Apply

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JOB OPPORTUNITY

Position: Branch Manager - Kasumbalesa, Chililambombwe

To establish and maintain positive customer relationships, plan and deliver an effective marketing strategy and monitor the progress of new and existing products; as well as provide operational management support on a day-to-day basis

Reporting Relationship:

- Reports to: Head Retail Banking

Key Responsibilities:

Business Growth

- Entrench growth by market dominance and market share multiplication
- Ensure that the overall budget of the Business Office is met and surpassed
- Keep up to date with business environment information with the objective of identifying business opportunities and maximizing them
- Network with all potential clients in all relevant categories of own locality

Profitability Management

- Overall owner of the P&L of the branch and hence managing resources optimally, both human and material to achieving sustainable profitability
- Driving through the business segments within the branch to ensure maximization of coverage in own locality
- Develop and manage strategies to increase the share of wallet of all types of customers within own locality

Branch Operations & Leadership

- Own responsibility for the Business Office – Market Facing & Customer Service functions
- Ensure effective Customer Service Delivery and Experience across all touchpoints in the branch
- Responsible for brand and ambience management within the branch
- Ensure that the Bank's/ Regulatory Authorities' policies and guidelines are complied with at all times
- Direct and coach the branch team while instituting and driving a learning culture within the branch

Skills & Competencies:

- Ability to evaluate needs of customers, and determine what products or service would best serve those needs
- Strong interpersonal and communications skills
- Leadership
- Negotiations
- Proactive
- Passion for business development and acquisition
- Technology savvy
- Credit and Marketing
- In-depth knowledge of the business environment

Application requirements:

- Minimum of a first degree in a business related field from a recognized University with at least a Credit or better.
- Grade Twelve Certificate with at least Five (05) Credits of better, including Mathematics and English
- ZQA verified certificates
- Eight (8) years cognate experience, of which 6 must have been in the banking industry and at least 2 years retail banking experience in operations or marketing

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