

Company Profile

State Bank of India (SBI) a Fortune 500 company, is an Indian Multinational, Public Sector Banking and Financial services statutory body headquartered in Mumbai. The rich heritage and legacy of over 200 years, accredits SBI as the most trusted Bank. SBI Singapore (SBIS) has 5 retail branches, 19 SBIS ATMs and over 200 ATMs via the shared island wide ATM5 network.

SBIS has a suite of retail banking products which complement its existing corporate banking products thus enabling us to service both individual and corporate customers. In Commercial and wholesale banking, our areas of operation include ASEAN, South East Asia and South Asia.

SBIS leverages on its extensive international network of branches to offer a wide range of Import/Export Trade Finance Services, in both Singapore Dollar and foreign currencies to facilitate the business needs of customers.

Job Title: Relationship Manager*

Sales & Advisory

- Market a range of retail banking and investment products.
- Upsell and cross-sell the Bank's suite of products and services.
- Offer advisory service recommending suitable wealth management products for potential customers.
- Knowledge of internal policies and procedures to effectively manage the sales cycle and facilitate operational execution of transactions.
- Report sales activities and results to the management on a regular and prompt manner.
- Competent on all KYC/CDD procedures, AML guidelines and all other regulatory guidelines governing the Sales & Advisory process.
- With the cues from customer feedback, pro-actively identify opportunities and provide feedback for improvements in all areas including product & service offering, sales process or operations.
- Supporting, contributing, promoting and driving technology initiatives like Internet applications, mobile applications, etc towards promoting customer convenience and service excellence

Customer Relationship Management

- Take ownership to respond for all customer issues and navigate internally to address issues promptly and/or escalate to relevant authorities promptly.
- To act as a single point of contact for all customers under handling.

Operational Efficiency

- Be responsible for 100% accuracy on the various forms submitted to Operations or to Partners for execution.
- Jointly responsible for the up keep of the branch aesthetics as per the Corporate Identity guidelines.

Requirements

- Bachelor's Degree or equivalent; preferably in Banking, Insurance & Financial Services
- Preference will be given to MBAs/Executive MBAs.

- Minimum of 1-2 years of experience in sales and financial products and services.
- CMFAS certified required - M5, M8, M8A, M9, M9A, HI, BCP, PGI.
- Excellent customer focused mindset and strong interpersonal skills.
- Sound knowledge of banking, wealth management and insurance products
- Strong understanding of financial compliance and regulatory requirements in Singapore.

**3 years full time contract with all benefits including annual salary review and variable bonus*

***Attractive Compensation Package*

Basic Salary + Incentives (Commission Based Income)