



## **1. Specialist Card Systems (1 Position(s))**

Job Location: Head Office, HQ

Job Purpose:

Responsible to provide project technical advice, second level technical support and daily administration for ATM/POS switch (Postilion), Card Management System (CMS), Integration with Third Party systems, Card & PIN production systems, Hardware Security Management (HSM), Interfaces to Third Party Processor (TPP) & International Card Payment Schemes (Visa, MasterCard, Union Pay, etc.) Incident & problems escalations and follow-up resolution of issues with vendors.

Main Responsibilities:

- Participate in the ICT work streams of card business projects involving setup of products in ATMs/POS terminals, ATM switch, CMS, TPP systems, Card & PIN production system, etc.
- Provide technical support in end-to-end life cycle of NMB card business Card production, Personalization, Delivery to branches / customers, replacement, Card status Management, destroying aged cards, auto renews of expired, etc.
- Second level support for branches & ICT Help desk on all NMB ATM cards issuance and other bank cards acquiring incidents
- NMB's contact point to the Third Party Processor (TPP) on Interface / integration issues, card issuing & acquiring issues, reconciliation & settlement issues, etc.
- Coordinate card production & personalization process with TPP until delivery of cards to branches
- Support applications & database infrastructure used for production, storage, distribution and usage of card business
- Accountable for end-to-end security of NMB ATM cards from application, production, storage, distribution, issuance to customers and full life cycle thereafter.
- Manage migration process of all proprietary NMB ATM cards to MasterCard branded through TPP and card production and personalization vendors.
- Supervision of EMV and PCI certification process for all platforms and terminals
- Document and coordinate regular business continuity activities such as system backups, disaster recovery test runs for settlement systems.
- Coordinate and facilitate audit sessions, provide responses and recommend feasible solutions.
- Ensure payment systems comply with the bank's ICT governance and Frameworks including but not limited to security framework and operational standards.

Knowledge and Skills:

- Strong knowledge of tools (Visual Studio, PL/SQL, JAVA, C, .Net, PHP, etc.) and Relational database management systems (RDBMS) such as ORACLE and SQL SERVER.

- Strong knowledge of card business and products in the regional market.
- Ability to present card related data into more meaningful reports, dashboards and analysis that can be consumed by business stakeholders.
- Good understanding of card processes, procedures and policies in line with different card schemes.
- Technical capabilities of operations systems, Databases and middleware's that support card system operations.
- Good understanding of card schemes operations and standards like PCI etc.
- Good understanding of merchant business and its operations.
- System administration experience especially on ATM / POS Switch, Card Management systems, Hardware Security Module (HSM).
- Excellent communication; Reporting Writing skills; Problem Solving Ability; Stakeholder Management

**Qualifications and Experience:**

- Bachelor's Degree in Computer Science / Information and Communication Technology or equivalent
- Certification in Relational Database management systems (RDBMS) such as SQLSERVER and Oracle
- Business Analysis and/or Project Management knowledge will be an added advantage
- An ITIL qualification is preferable but not essential.
- At least 3 years' experience in Payment / Card systems or ICT
- Strong experience in information systems administration and support.
- Excellent skills in project management and IT services delivery management
- Service management experience such as managing incidents, issues or problems including technical or operational issues.

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NMB Bank Plc does not charge any fee in connection with the application or recruitment process. Should you receive a solicitation for the payment of a fee, please disregard it.

Only shortlisted candidates will be contacted.

Job opening date : 10-Jul-2025

Job closing date : 24-Jul-2025

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## **2. Relationship Manager; Bancassurance (Fixed Term - 3 Years) (1 Position(s))**

Job Location : Southern Zone

Job Purpose:

To drive sales objectives in the zone in line with the Bancassurance strategy through effective coordination of sales and promotion initiatives on general and life products to ensure generation of revenues.

Main Responsibilities:

- Responsible for all life and general insurance business in the zone.
- Monitor performance of new products and provide quarterly progress report.
- Consolidate and prepare monthly, quarterly zonal sales reports on zonal sales performance for General and Life insurance.
- Responsible for all life and general insurance claims of the zone and ensure closure within the agreed Turnaround Time (TAT).
- Drive zonal strategic plans to ensure the bancassurance budget is met.
- Manage relationships with customers, branches, and other stakeholders.
- Responsible for renewals for all branches in the zone to ensure 80 of business is retained
- Proactively identify sales prospects and conduct business development activities in the zone.
- Responsible for all the obligations of a specified person and Bancassurance Sales Force Executives as described in the Bancassurance regulations with regards to underwriting, claims and customer protection
- Actively build the capacity of branch sales team especially relationship and Bank officers through ongoing coaching, mentoring and support.
- Identify and analyze customer preferences to properly direct sales efforts per product.
- Responsible for zonal proper underwriting and issuing of quotations when needed from the Bancassurance system.
- Provide technical support to the branches including issues related to the Bancassurance System.
- Work with HQ teams to drive sales and promotional campaigns across the zone in line with the Bank's policies and procedures.
- Identify issues and resolve them timely and proactively
- Responsible for all customer complaints regarding General & Life business for prompt solutions.
- Ensure compliance to bancassurance regulations in all branches in the zone.
- Ensure that structured sales drives are embedded in the branches' activities.

Knowledge and Skills:

- A comprehensive knowledge of general insurance and life products
- Knowledge on banks products
- A good understanding of legislation related to bancassurance and channel delivery
- Greater understanding of product life cycle
- A comprehensive knowledge on insurance claims
- Strong analytical and numerical skills
- Good interpersonal and networking skills
- Strong analytical and numerical skills
- Good interpersonal and networking skills
- Good marketing skills

Qualifications and Experience:

- Bachelor's Degree in Insurance business and Risk management.
- Certification or training in risk management and insurance business is a must for other business-related fields.
- A minimum of 3 years' experience in insurance business with a reputable company.

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Job opening date : 09-Jul-2025

Job closing date : 23-Jul-2025

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### **3. Relationship Manager; Affluent (1 Position(s))**

Job Location: Head Office, HQ

Job Purpose:

Responsible for client Relationship Management within the assigned branch through sustaining customer satisfaction, retaining existing customers and generating additional business; acquire customers through various sales activities.

Responsible for growing high net worth clients' Assets and Liabilities from Public Sector, Government, Institutional, Corporate and SMEs.

Main Responsibilities:

- Portfolio growth (Assets, Liabilities, Investment products and Insurance) through customer visits, sales, and retention.
- Portfolio movement reports and take action on any abnormalities observed.
- Customer retention, maximizing benefit from customers through cross-selling relevant NMB products in the segment.
- Minimization of exposures to and impact of risks while adhering to KYC, AML in managing the portfolio
- Ensure quality of service in the portfolio and management of customer expectations through effective queries, complaints, and correspondence handling in a timely manner as per service operating standards.

- Guide and coach other bank employees (Relationship Officers and Bank Officers) on how to handle Private Banking clients.
- Ensure an effective call program is maintained on all allocated relationships and prospects.
- Keep abreast of the rapid pace of product/service development, suggest possible best solutions for improving offerings to Private banking clients.
- Conduct initial screening interviews with prospective clients and maintain familiarity with customers' relevant documents.
- Be conversant with policies and procedures pertaining to all bank products and services and be able to adapt to change based on technological advancements and customer sophistication.

**Knowledge and Skills:**

- Thorough knowledge of bank products, operations, regulations, and specific markets for Private banking clients
- Thorough knowledge of Private banking clients' needs and ability to come up with proper solutions.
- Sound financial knowledge, thorough information of various NMB offerings.
- Excellent Client Management skills
- Excellent communication, networking, and interpersonal skills
- Understanding and interest in financial/banking products and markets
- Ability to analyze and research information.
- Ability to explain and handle complex information clearly and simply.
- Ability to identify the need for change and to drive the desired changes, adaptable and flexible in anticipating and realizing market opportunities.
- Good sales and negotiation skills
- Strong analytical, problem-solving skills, decision making and financial management skills.
- Excellent report writing and presentation skills.

**Qualifications and Experience:**

- Bachelor's degree in business related studies
- 3 years' experience in banking operations, Sales and/or Relationship Management of High-net worth clients
- Credit Analysis and Appraisal

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Job opening date : 10-Jul-2025

Job closing date : 24-Jul-2025

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