

## Agent Support Executive at Equity Bank Kenya

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Company: JobWebKenya

Location: Kenya

Category: other-general

### Job Description

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Equity Bank Limited (The “Bank”) is incorporated, registered under the Kenyan Companies Act Cap and domiciled in Kenya. The address of the Bank’s registered office is 9th Floor, Equity Centre, P.O. Box – Nairobi. The Bank is licensed under the Kenya Banking Act (Chapter ), and continues to offer retail banking, microfinance and related services. The Bank has subsidiaries in Kenya, Uganda, South Sudan, Rwanda and Tanzania. Its shares are listed on the Nairobi Securities Exchange and Uganda Securities Exchange. Equity Bank was founded as Equity Building Society (EBS) in October and was originally a provider of mortgage financing for the majority of customers who fell into the low income population. The society’s logo, a modest house with a brown roof, resonates with its target market and their determination to make small but steady gains toward a better life, seeking security and advancement of their dreams.

### Responsibilities

Offer 1st and 2nd level support to resolve issues raised by agents as and when received

Work with operations on creation of agent accounts on the system within defined agent creation processes and turnaround timelines

Build strong relationships while working with and supporting RSMs & Payments teams in tracking their performance, identifying gaps and remedial actions.

Generate weekly, monthly, and quarterly reports on the sales and competitor trends.

Work with payments to recruit more Agent accounts and help them grow and understand the business.

Represent the company on ground and handle any other cases that may be raised/occur that may affect the company positively or negatively.

Facilitate and carry out the launch of all new products and services in the market/field.

Promote Product visibility in the market

Ensures the achievement of sales and revenue targets through agents

Implement sales and distribution activities and ensure effective distribution of marketing collaterals

Training agents and customers on products and services

Generates Reports and shares with various stake holders.

Ensure satisfactory agent experience

### **Qualifications**

Bachelor's degree

1 year of experience in administration

2 years of experience from financial and or telecommunications will be an advantage

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