

Solution Sales Specialist (Vice President) at Citi

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

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Citibank N.A. Kenya has been operating in Kenya since and has two branches in Nairobi and Mombasa, serving Corporate and Institutional clients. Citibank Kenya is the regional hub for the Citi East Africa cluster, which covers Kenya, Uganda, Tanzania and Zambia. It's the only solely corporate bank in Kenya. Businesses Citi Kenya is structured around business segments, product groups, operations and technology and staff units. The business segment that caters to our diverse customer base is our Institutional Clients Group, which includes the global relationship banking services we provide for top-tier local corporate clients. As a part of our business focus and broader market reach, in we expanded our target market to cater to the emerging and vibrant middle and lower market tiers.

Responsibilities:

Manage a portfolio of Top Tier Local Corporates and Global Subsidiaries and be responsible for TTS sales origination, cross-sell and retention across the portfolio

Originate new TTS sales for clients, cross-selling TTS products and services to deepen wallet penetration, revenue realization and expansion, and driving customer satisfaction through quality service delivery

Primary global or regional point of contact and accountability for TTS sales origination and related activities to clients

Trusted advisor for the TTS solutions provided to clients and be responsible for overall client

satisfaction

Responsible for growing the TTS P&L of clients and oversee the sales process from origination to revenue realization for assigned clients

Manage and drive the deal team and work closely with Relationship Managers, TTS Product, Client Delivery and O&T to achieve objectives

Ensure consistent, professional delivery of all client management disciplines including: account planning, call reporting, lead generation, pipeline management, implementation acceleration, plus TTS relationship reviews

Cultivate client contacts in the key buying centers that allocate and influence the client's TTS-related wallet

Identify client goals & financial needs that can be addressed through the TTS platform

Identify opportunities for new deals across TTS product set and geographies including multi-product requirements

Develop and maintain market knowledge through participation in conferences and keeping up to date on market trends affecting clients

Manage and drive the global / regional teams for each account:

Champion multi-product and/or cross-regional solutions and pricing through the deal review process (Product Sales will be responsible for overall proposal creation and deal review)

Ensure global team communication (e.g. call reports, CRM, emails)

Drive overall client satisfaction with the TTS platform and build customer loyalty

Respond to customer escalation for operational/customer service issues, including complex or cross-geography issues

Build a culture of responsible finance, good governance and supervision, expense discipline and ethics

Appropriately assess risk/reward of transactions when making business decisions;

demonstrating proper consideration for the firm's reputation

Be familiar with and adhere to Citi's Code of Conduct and the Plan of Supervision for Global Markets and Securities Services

Appropriately assess risk when business decisions are made, demonstrating particular consideration for the firm's reputation and safeguarding Citigroup, its clients and assets, by driving compliance with applicable laws, rules and regulations, adhering to Policy, applying sound ethical judgment regarding personal behavior, conduct and business practices, and escalating, managing and reporting control issues with transparency.

Requirements

Qualifications:

6-10 years of experience

Customer service oriented person with excellent communication skills

In-depth knowledge of regulations, market practices and bank operations across East Africa

Demonstrated interpersonal, oral/written communication skills

Analytical and Advanced problem solving skills

Independently motivated and resourceful

A sense of pragmatism and urgency in execution of strategy

Innate leadership ability to galvanize resources across units

Product, sales and business management experience.

People with relevant Banking/Finance/Client Service or relationship management

Ability to work with broad group of stakeholders

Education:

Bachelor's/University degree, Master's degree preferred

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