



BFCHRJ - 131 – Zonal Manager | Retail Branches | Bahrain

About the role:

The Zonal Manager is responsible for ensuring their allocated branches meet their business targets whilst providing high quality service and customer relationship and ensuring profitability of all the branches in the Zone. The Zonal Manager would further need to facilitate related departments in strategizing and implementing new processes for managing better customer relationships and identifying new business revenues.

Your Responsibilities:

- Giving directions, overachieving targets, and monitoring all branch related activities.
- Effective manpower planning, ensuring staff productivity and product penetration. Manage the attendance, leaves, and availability of resources. Responsible for growth and development of the Branch Staff.
- Responsible for identifying maximum business expansions across branches.
- Managing all products of Retail and TPP.
- Responsible for profitability of all the branches in the Zone.
- Managing Zonal-wise audit and compliance requirements.
- Provide advice and guidance to branch staff on customer due diligence requirements and lead the team in resolving Audit comments related to Compliance.
- Encourage an environment of teamwork within the branch unit.
- Manage staff performance by providing effective coaching, mentoring, and monitoring as required.
- Responsible for the look and feel of branches in the Zone.

About You

A graduate with essential exchange house experience. Area Manager/Zonal Manager with minimum 2 years' experience preferred or Branch Manager with experience in managing minimum 4 different branches.

Other skills required for the job:

- Should have excellent English communication skills
- Ability to handle multiple branches
- Strong customer service and relationship management skills
- Should have good process and product knowledge
- Effective people management skill
- Well presented with good work ethics
- Must have valid driving license