

RELATIONSHIP MANAGER –CHINESE BANKING -IJA/RMCB/02/2026

Are you a go getter, positive minded individual who fits the role profile captured below? There is an opportunity for ambitious, self-driven individuals to fill the above position.

REPORTING TO: Head of MSME

Job Purpose: The incumbent will be responsible for the overall management and development of the Chinese business in the bank.

Key Responsibilities:

- Drive profitable revenue and volume growth with a focus on new acquisitions, deepening existing customer relationships and cross-selling.
- Achieve agreed sales targets for new accounts, assets and liabilities by establishing/recruiting new banking relationships, managing and growing existing banking relationships with our Chinese customers and Business Club members.
- Train staff on Chinese banking services to create customer product awareness.
- Keep current on business trends and competitor offerings by gathering market intelligence to maintain a competitive edge.
- Responsible for identifying and reporting potential and actual Money Laundering Risk, including suspicious transactions in accordance with the laid down AML policies procedures.
- Manage Chinese customer requests and transactions in compliance to FBL operational guidelines and procedures with zero tolerance to operational risk and frauds.
- Develops, coach, motivates and manages the performance of individuals and teams within Chinese, Diaspora & Business Club segment to achieve success in career and business goals.
- Actively provide leadership by contributing to the collective Leadership Agenda and sharing business insights/ feedback with the Head of Retail Banking to maximize the overall performance and wellbeing of the department.
- Role Model the Brand and Corporate Values of the Bank in the internal and external market environment
- Marketing of Diaspora and Business Club services to our customers.
- Planning the Calendar of events for the Chinese and Business Club banking members.
- Planning and management of the international Business exposure trips for the Business Club members per year.
- Developing an annual learning program for the Chinese and Business Club members making sure we adhere to offering one seminar every quarter for the members.
- Ensure Chinese Credit file documentation standards are adhered to.
- Monitor the approval, disbursement and updating process, periodic credit reviews, and deductions or repayments by diaspora customers.
- Reviewing daily loan disbursement with reference to current policies, procedures and the booking of correct product code under Chinese and Business club
- Ensuring quality service delivery for customers to achieve agreed service levels in coordination with the Branches Management and Chinese as well as Diaspora Banking Unit.
- Ensuring that all new business is in line with KYC and CTF laws and regulations and customer information is regularly updated
- Any other official duty that may be allocated by management from time to time.

Qualifications:

- Holds a Bachelor's Degree in Business, Accounts, Finance or related field.
- Proficiency in Chinese language- Oral and Written.
- Have a minimum of two (2) years practical experience with proven result-oriented track record in Chinese business.
- Experience in banking background is a plus.
- Honest and with high integrity.

Key Competencies and Attributes:

- Good interpersonal skills and ability to establish new client relationships and generate new and Cross sell business.
- Full understanding of all products, sound knowledge of the bank processes and procedures
- Proven ability to develop and maintain effective work relationships with internal and external partners
- A forward planner with clear focus, mature, reliable, hardworking and able to work without supervision.
- Computer skills: adept in use of Ms Word, Excel, Access, PowerPoint, Internet and email.
- Honest and with high integrity.
- Results oriented with excellent communication and social skills.
- A forward planner with clear focus, mature, reliable, hardworking and able to work without supervision

ALL applicants MUST apply online to the email; **recruitment@familybank.co.ke**; closing date is **7th February 2026**.
Canvassing will automatically disqualify the candidate. Only shortlisted candidates will be contacted.

“We are an equal opportunity employer”