

Position Title:

Head of Sales and Distribution (SMEs)

Key responsibilities:

You will be responsible for managing customer fulfillment and servicing teams of the bank, Business Financial Manager team e.g.

- Formulate efficient and cost effective fulfillment strategy complimenting wider Bank strategy in Vietnam
- Collaborate with internal business, technology & operations teams to deliver effective customer fulfillment
- Manage day to day fulfillment performance and superior customer experience delivery by all customer servicing teams
- In addition to fulfillment and servicing, you will be responsible for managing traditional sales team for the bank
- Manage relationships with key partners of the bank
- Support the team to collaborate with internal business, technology & operations teams and external partners to design, update/ maintain end-to-end processes and systems under the partnership

Others:

- Review updates and renewal of contracts - adjust scope of partnership based on strategic needs and capabilities
- Works with the Retail Head and other Heads of Function to influence the creation and communication of company strategy, business priorities and targets for the team
- Generates ideas about future retail activities to ensure a cutting edge strategy; maintains up to date knowledge of the market place, competitors and trends
- Uses open feedback mechanisms from the operations team with other departments to ensure the integration of the retail strategy.
- Managers in providing realistic input into the sales budgets; Takes decisions on matters relating to the day to day retail operation within their defined work area including the strategic planning of resources
- Translates the strategic goals into retail operational plans to achieve the required targeted growth in sales and profit
- Build, manage and operate the traditional BB team to achieve the KPIs by recruiting new staffs, training the existing staffs to improve their productivities and supporting sales in selling UOB's products and services
- Ensure the team operate safely, efficiency and adhere to the Bank's internal policies, business processes and regulatory requirements

Key requirements:

Mandatory

- Recognized university degree with at least 8 years' working experience in sales, customer service roles and at least 5 years' experience in managerial roles
- Strong leadership, people management and interpersonal skills
- Possess strong analytical and presentation skills

- Positive attitude and a good team player
- Excellent communication skills
- Pro-active approach/self-starter
- Accountability for targets/developments
- Developing others/talent Management

Preferred:

- Knowledge of hardware, software and programming;

Essential (Technical Skills)

- NIL.