

Vacancy Announcement

TIRANA BANK, one of the leading banks in Albania and member of Balfin Group, is seeking to welcome an energetic, result-oriented candidate who likes challenges to join our **Ksamil Branch** in the following position:

Overall Job Definition

The Branch Manager shall be responsible for the management of business development activity in branch as well as staff development in order to achieve the qualitative and quantitative set targets; improving of customer service quality towards bank's clients.

Main Responsibilities:

- Develops and implements action plans for the Branch so that business objectives and key performance indicators are achieved;
- Ensures that performance of the branch is optimized through proper management of resources;
- Assesses local market conditions and identifies current and prospective sales opportunities;
- Locates areas of improvement and proposes corrective actions that meet challenges and leverage growth opportunities;
- Manages relationship with key parties to improve the presence and reputation of the branch and the Bank;
- Addresses customer and employee satisfaction issues promptly;
- Supervises the day to day operational functions of the Bank;
- Supervises, coaches, and develops staff on products, services, procedures, systems and banking transactions;
- Facilitates regular team meetings focused on sales, service and product training;
- Supports an environment that promotes high quality service to customers on order to enhance Customer Experience;
- Ensures audit controls are followed to protect the bank from unnecessary risk and exposure;
- Prepares performance appraisals and disciplinary notices as needed for all branch staff;
- Adheres to high ethical standards, and comply with all rules and regulations/applicable laws;

Competencies / Skills:

- Holds a Bachelor Degree in Economy or other related field;
- Minimum 3 years of experience in the Banking Sector/Financial Institutions, at least one year in managerial position;
- Excellent communication, negotiation and presentation skills;
- Strong managerial and leadership skills;
- Self motivated and result oriented;
- Very good knowledge of English language in written and spoken;
- Very good knowledge of Microsoft Office programs;

The interested candidates can send their CV until **July 19th, 2020** to the Human Resources Department e-mail address: recruitment.hr@tiranabank.al, by specifying the job position that is applying for.

Please note that only applicants, who fulfil the above mentioned criteria, will be contacted.

*Your personal data, which are sent voluntarily as a response to this job vacancy announcement, are collected and processed, manually and/or electronically, by Tirana Bank SA, in order to evaluate your compatibility with this job vacancy, are accessed only by authorized persons of the Bank and will be stored until the finalization of the candidate selection process.
The subjects of personal data can exercise their rights as provided by Law No. 9887, dated on 10/03/2008 "For the Personal Data Protection", amended, at Tirana Bank SA, as well as at the Commissioner for the Right of Information and Protection of Personal Data.*