



JOB DESCRIPTION

POSTION BASIC INFORMATION

Job title	: Junior Executive – Agency RM
Department	: Agency Banking
Level	: Junior/executive
Work Location	: Another Provincial
Report to	: Team Leader/Unit Heads

KEY RESPONSIBILITIES

- Agents Acquisition
- Agents Turn-key Relationship Management
- Undertake Agents on boarding pre-assessment and documentation
- Servicing and Focal point of contact for Agents
- Sale activities and campaign activation
- Monitoring of agency activities, transactions and ensure that complaints and queries are resolved timely
- Day-to-day coaching and co-ordination with agents to ensure delivery of good services
- Collaborate with Marketing to promote MJBL brand visibility
- Ensuring that the agents comply with all regulations and prudence guidelines of MJBL and Regulator
- Any other tasks assigned by Line Manager

QUALIFICATIONS

- Bachelor degree in Banking, Finance, Business Administration or related field
- At least 1- 2 years' experience in Banking or Financial Service Industry
- Ability to articulate and explain product and services seamlessly.
- Ability and skills to train both staff and agent to run agency business.
- Able to handle multi-tasking and work flexible working hours when required.
- Good interpersonal and communication skills.
- Technology Savvy is required
- Proficient in English both speaking and written would be an asset

Note: This JD has been updated as at xxx xxx xxx and is meant as a guide. It is subject to reviews and adjustments as deemed necessary for MJBL's strategic & business requirements.