

POSITION NUMBER : 60066538 (L), 60066589 (MP)
JOB TITLE : ACCOUNTS MANAGER
JOB GRADING : C5
REPORTS TO : KEY ACCOUNTS MANAGER
BUSINESS UNIT : COMMERCIAL
LOCATION : LIMPOPO AND MPUMALANGA
POSITION STATUS : PERMANENT

Purpose of the Job

Responsible for proactively managing a portfolio of South African Postbank SOC Ltd customers within the province/region through provision of analysis, research and sales and service fulfilment with the intent of identifying additional opportunities for banking new clients, including government entities and growing a portfolio of existing clients through effective stakeholder management.

Job Responsibilities

- Implement Customer Experience objectives and standards for
- Postbank. The standards must be defined across different channels e.g. ATM vs. call centre vs. branch experience.
- Lead communication efforts with key Postbank regional stakeholders
- involved in the service and customer experience value chain and actively participate in regional and area stakeholder and client meetings.
- Implement and operationalise a customer experience measurement framework.
- Provide Regional government leads and maintain continuous relationship post-acquisition.
- Establish and maintain excellent relations with customer base
- Respond efficiently, accurately and courteously to all customer service matters, complaints and requests
- Support Consumer Financial Education (CFE) initiatives by conducting regional consumer financial literacy sessions across all customer segments.
- Participate in the Voice of the Customer forums within the Region where critical customer concerns and issues can be raised with internal and external stakeholders. Use these forums to ensure that customer concerns and pains are resolved.
- Achieve and/or exceed set sales targets for product and services
- Ensure the efficient management of function/resources in accordance with the stipulation of the PFMA, fraud prevention and risk management principles, Corporate Governance, legislation agreement, Company policies, practice procedures, regulation, Delegation of Powers, etc.
- Increase profitability volume growth and sustain competitive advantage
- Receive, investigate, resolve and report customer related complaints
- Develop, encourage and nurture collaborative relationships with colleagues, customers and external stakeholders

Role Requirements:

Qualifications:

- National Diploma/Certificate (NQF 6) or similar with majors in Sales & Marketing
- Regulatory Examination (RE5) Certificate.
- A Degree will be an added advantage

Experience:

- 3-5 years' experience in Sales and Marketing/Customer Service preferably within the Financial Services Industry

Knowledge and understanding of:

- Financial Services knowledge and expertise

- Product knowledge
- Key account management
- Code of banking practice
- Management Complaints
- Company policies and procedures
- FAIS

Skills and Attributes

- Able to interact well with diverse people across multiple functions
- Computer literacy skills (MS Word; Excel, Power Point)
- Customer Service
- Excellent Communication & Presentation Skills (Verbal/Written)
- Excellent Interpersonal and Customer Relationship skills
- Ability to sell financial services products
- Ability to negotiate and close sales deals
- Be able to visit and support Regional customers
- Able to market and sell ideas
- Ability to gather marketing intelligence
- Strong process orientation in identifying opportunities
- High level Relationship building skills
- Planning, organising, co-ordination, scheduling skills
- Interpretation skills
- Judgemental and problem-solving skills
- Persuasiveness, Decision making
- Conflict management, Coordination skills
- Empathy
- Superior service ethic
- Able to persevere despite setbacks
- Taking ownership and responsibility Adaptable,
- Friendly and Approachable
- Creative and Innovative
- Desire to generate value
- Professionalism, Client oriented and Deadline driven

How to Apply

If you wish to apply and meet the requirements, please forward your Curriculum Vitae (CV) to RecruitmentZM@Postbank.co.za

Please indicate in the subject line the position you are applying for. To view the full position specification, log on to www.postbank.co.za and click on Careers.

Closing Date

06 August 2025

Disclaimers

The South African Postbank SOC Limited is committed to the achievement and maintenance of diversity and equity in employment, especially with regard to race, gender and disability. In compliance with the bank's employment equity plans, we encourage and welcome applications from diverse groups from the South African Employee active population. Correspondence will be limited to short-listed candidates only.

If you do not hear from the South African Postbank SOC Limited or its Agent within 3 months of this advertisement, please accept that your application has been unsuccessful. The South African Postbank SOC Limited reserves the right not to fill the positions or to re-advertise the positions at any time.

POPIA provides that everyone has the right to privacy and it includes a right to protection against the unlawful collection, retention, dissemination and use of personal information. By applying for employment you consent to the processing of your personal information with Postbank. Your personal information and any attached text or documentation are retained by Postbank for a period in accordance with relevant data legislation.

