

EPPC Albania is currently recruiting a **Branch Manager**.

## Major responsibilities:

- Ensure branch targets, are achieved and exceeded;
- Ensure the best customer experience and creating loyal customers with the company;
- Identify manners and channels to increase sales and revenues for the branch;
- Make sure that the procedures are followed and the processes are in compliance with rules and regulations;
- Train and monitor the performance of new hired employee , according to the procedures and training schedules in force;
- Handle complaints of the customers in a professional manner, collect and report customer feedback continually;
- Communicate proactively with clients to identify their needs and eligibility of granting the funds;
- Operate in compliance with laws and regulations and adhere to lending compliance guidelines.

## Requirements for this position are:

- **University degree** in Business, Finance or related fields;
- **At least 1 year of experience in financial institution in similar positions;**
- Very good command of English;
- **Strong leadership and management skills;**
- Excellent communication, interpersonal and reporting skills;
- Customer satisfaction orientation and sales competencies.

## How to apply:

To apply for this opportunity, please fill your application at: [aplikim.eppc.al](http://aplikim.eppc.al)

You will be contacted by eppc only if your CV & support documents will be qualified by our recruitment team.