

POSITION	Head of Micro Business Division
TERM	Full time
LOCATION	Yerevan, RA
START DATE	ASAP
OPENING DATE	22/03/2023
APPLICATION DEADLINE	21/04/2023
DURATION	Indefinite with a three-month probation period

"ID Bank" CJSC is looking for an accomplished and motivated candidate to join its team as Head of Micro Business Division, who will perform the responsibilities listed below:

JOB RESPONSIBILITIES

- Coordinate the work of the division;
- Provide support to the team's customer engagement strategies for micro business;
- Ensure ongoing micro business customer service;
- Ensure daily workflow efficiency of the team;
- Be responsible for monitoring of implementation of micro business projects;
- Participate in the financial analysis conducted by the team, if necessary;
- Prepare and participate in the work of micro business lending committees;
- Initiate employee training to enhance effective employee performance;
- Prepare proposals and initiatives to enhance team productivity;
- Participate in the development of legal acts regulating the work of the division.

REQUIRED QUALIFICATIONS

- Higher education in the financial and banking sector,
- At least 5 years of experience in banking/customer engagement or similar field,
- Management skills, ability to supervise the work performed by employees remotely,
- Good knowledge of Armenian, English and Russian languages,
- Good knowledge of MS Office,
- Ability to multitask, work under tight deadlines, ensure result-oriented performance,
- Effective time management skills,
- Communication and negotiation skills,
- Attention to detail,
- Computer literacy,
- General knowledge and expertise,
- Organizational skills,

- Excellent problem-solving skills,
- Effectively teamwork ability,
- Punctuality and sense of responsibility,
- Knowledge and commitment to principles of work ethics

ADDITIONAL INFORMATION

After successful completion of the probation period, the Bank offers its employees a wide range of privileges, particularly, a comprehensive medical insurance package, a comprehensive bonus plan, a corporate package for sports club services, banking services on preferential terms, etc.

APPLICATION PROCEDURES

All interested candidates who meet the requirements above and are confident that their background and experience qualify them for this position, should send a resume to hr@idbank.am mentioning the position applied for in the subject line of the e-mail. Only short-listed candidates will be contacted.

ABOUT COMPANY

"ID Bank" CJSC was founded in 1990 as "Anelik Bank" Limited Liability Company and was renamed to "ID Bank" CJSC since 04.06.2018. The Bank's mission is to be the first choice Bank for the customers as the best innovative Bank providing the customers with personalized unique digital solutions. To learn more about the Bank, please visit: <https://www.idbank.am/>