

Career Opportunities with Access Bank



There is an exciting career opportunity available at Access Bank for self-motivated individuals with outstanding integrity, a good track record of performance, excellent oral and written communication as well as strong interpersonal skills. As part of its growth strategy, the bank is looking for an experienced candidate with suitable technical competencies to take up the following opportunity:

Head of Customer Experience

To strategically and tactically manage all quality activities and quality systems to support the business strategy in accordance with the Bank's corporate goals and objectives.

The Role includes:

Key Responsibilities

- i To develop programs and processes that promote continuous improvements to productivity, quality and customer satisfaction for all our products.
- i Develop a comprehensive Quality System that covers all aspects of Quality Management for design, development, supplier, internal and field quality issues.
- i Evaluate the effectiveness of quality programs and will recommend methods to increase quality standards and customer satisfaction.
- i Develop and implement training in appropriate tools and techniques for effective quality management.
- i Develop and implement appropriate systems and procedures to identify, prioritize and drive corrective actions for customer quality issues.
- i Communicate customer issues, corporate performance in the eyes of the customer, and unique customer quality systems / procedures to the appropriate individuals within the company and assure that appropriate actions are taken.
- i Drive continuous improvement of customer specific quality.

Key requirements for this role

- i A good first degree in any discipline. A relevant Master's degree and professional qualification will be an added advantage.
- i Minimum of 12 year's related experience in quality control, quality assurance and Total Quality Management; at least 7 years' experience in a Bank/Financial Institution including 5 years management experience and operations experience at a senior level and experience in general management of a product line or department of significant size will be an added advantage.

Access Bank (Plc) Botswana provides a competitive package and will offer the successful candidate a salary commensurate with the person's qualifications and experience.

If you believe you are the right candidate for this position, please send your application, cover letter, detailed curriculum vitae, certified copies of academic certificates, Omgang and contacts of three referees to botswana-careers@accessbankplc.com

To be considered, your application must be received by **31st October 2022**. Only short-listed candidates will be contacted.