JOB OFFER FOR THE POSITION OF:

Customer Assistant – Buea

Credit Africa Invest S.A, abbreviated **« *CREA INVEST* »,** is a category 2 microfinance that went fully operational in 2018 under the new COBAC regulation. ***CREA INVEST*** has its headquarters in Douala at Bonapriso and its commercial branches in Yaoundé, Buea and Douala.

Our institution is constantly investing in research and innovation in order to offer adapted and quality services that meet the expectations of our customers. Our success is a combination of accuracy, knowledge and experience to satisfy and create value for our customers.

With the aim of strengthening its workforce, ***CREA INVEST*** is recruiting a customer assistant for its Buea branch.

Assignments:

Placed under the responsibility of the Branch Manager, the Customer Assistant's mission is to sell the services and products of our institution, to advice and guide customers:

- Ensure a welcome and quality service within the branch;
- Sell products and services;
- Prospect and develop your customer portfolio;
- Fill in and follow customer knowledge reports or KYC files;
- Proceed with the opening of accounts after verification of the conformity of the documents provided and compliance with the rules and procedures;
- Receive loan requests and forward them to the account manager.

Expected qualities and performance criteria:

- Mastery of products and services sold in MFIs (MicroFinance Institutions)
- Mastery of sales and prospecting techniques
- Mastery of customer reception techniques
- Mastery of negotiation techniques
- Be perfectly bilingual (French and English)
- Be oriented customer and result
- Have good customer relationship management skills

Profile required:

- BAC+2 (HND) minimum in Banking and Finance, Management Science, Accounting, Marketing and Communication, Commercial Action, and/or any equivalent diploma
- Reside in the city of Buea
- Justify at least 1 year of experience in customer relationship management or in a similar position (customer assistant) within a 2nd category MFI or a bank
- Be a Cameroonian (Male/Female)
- Be available immediately

Method of submitting your application:

Applications (CVs only) are expected at the address **recrutement@creditafricainvest.com**, with the following statement in subject «RECRUIT AC _BUEA2023».

Deadline: Tuesday, October 29, 2023.

N.B: Only the preselected candidates will be contacted.