

JOB PROFILE

Position Title:	Relationship Manager, Agent Banking
Available position/s:	1
Division:	Retail Banking
Department:	Channels & Partnerships
Location:	Head Office
Job Reference No:	NBK/RET/05/2026

Position Scope:

This position is responsible for driving growth, profitability, and compliance of the bank's agent banking channel by acquiring, activating, and optimizing high-quality agents; deepening usage across retail customer segments; and safeguarding service standards, liquidity, and risk controls.

Key Responsibilities:

- Identify, recruit and onboard new agent banking partners.
- Engage strategic partners to drive Agent Banking uptake through individuals, Micro and SME businesses.
- Relationship management of Retail Banking Agents.
- Manage Agent Banking sales presentations and trainings within and without the bank.
- Monitor and improve agent performance, ensuring compliance with KYC/AML regulations.
- Develop and agree on key KPIs for each Agent, measure result against KPI and develop action plans to address shortfalls.
- Manage and anticipate Agent requirement with a focus towards managing the existing base
- Consistent and frequent communication with Agents providing complete, concise portfolio valuations and guidance.
- Provide on-going portfolio supervision, with continuous focus towards enabling Agents adapt to changes in financial environment.
- Resolve Agent and customer queries
- Serve as the primary contact for agents, addressing queries and escalations promptly.

Education/Professional Qualifications, Skills & Experience:

- Bachelor's degree in a Business-related field from a recognized University.
- Master's degree in a Business-related field from a recognized University is an added advantage.
- AML/CFT certification is an added advantage
- Five (5) years banking experience of which 3 years must have been in relationship management or

business development role of a commercial bank at a managerial level.

- Strong relationship management and negotiation skills
- Business development and sales acumen
- Knowledge of remittance ecosystems
- Strong understanding of AML/CFT and compliance frameworks
- Analytical and reporting skills
- Excellent communication and stakeholder skills
- Customer-centric mindset
- Result oriented and commercially driven.
- Good understanding of Banking laws and regulations

How to Apply:

- Send your CV and application letter showing how you meet the role requirement stated above to: Recruitment@nationalbank.co.ke by **Tuesday, 10th February 2026**
- Indicate Name of Job on email subject.
- Please note that applications received after the deadline will not be considered.
- Only shortlisted candidates will be contacted for the next stage/s of the process.