VACANCY

RELATIONSHIP MANAGER

BUSINESS BANKING DEPARTMENT

MCB GROUP

LOCATION: CURAÇAO

JOB DESCRIPTION

The Relationship Manager is responsible for driving sales and managing a portfolio of Business Banking clients in alignment with the unit's strategic objectives. The role focuses on achieving financial targets while fostering a client-centric sales culture that supports growth, retention, and profitability.
The incumbent builds and maintains strong client relationships to identify current and future banking needs and provides tailored financial solutions. Working closely with internal teams, the Relationship Manager ensures an exceptional client experience and contributes to overall business performance through proactive sales and service delivery.

KEY ACCOUNTABILITIES

- **Sales Management & Revenue Growth:** Drive sales performance for Corporate & Commercial Banking by achieving revenue targets, executing sales strategies, managing pipelines, and expanding wallet share through cross-selling and client segmentation-based value propositions.
- **Client Needs Analysis & Advisory:** Conduct in-depth analysis of client businesses, financials, and industry trends to identify needs, structure deals, assess risks, and provide tailored financial solutions, including credit applications and advisory support.
- **Client Relationship & Service Excellence:** Build and maintain strong client relationships through regular visits, proactive engagement, onboarding ownership, and feedback collection to ensure high-quality, end-to-end client experience.
- **Business Development & Market Engagement:** Strengthen market presence by engaging with business leaders, participating in networking events, collaborating with internal specialists, and maintaining awareness of market and economic trends.
- **Risk & Compliance Management:** Ensure adherence to KYC requirements, monitor client activity, escalate suspicious transactions, and comply with internal policies and regulatory standards to mitigate risk exposure.
- **Coaching, Development & Performance Accountability:** Engage in continuous learning through coaching, training, and performance reviews, while sharing best practices and maintaining accountability for individual and team objectives.

QUALIFICATIONS: EDUCATION AND EXPERIENCE

Education: Bachelor degree in business or equivalent.

Experience Requirements:
At least 5 years of sales and customer service experience in banking.

Special Courses
Written and verbal communication course in English, Dutch and Spanish Languages (advanced level), Intermediate level in Computer courses (Windows Office), Training in how to Identify referral opportunities and how to be service minded.

What We're Looking For
We are seeking a Relationship Manager with strong interpersonal and communication skills, who builds trust with clients through professionalism, integrity, and ethical conduct.
You bring a proven ability in sales and negotiation, with a proactive mindset to stay ahead of market trends and apply effective sales and marketing strategies.
A solid understanding of banking, investment, and insurance products is essential, along with the ability to translate this knowledge into tailored financial solutions. Experience or insight into personal financial planning will be a strong advantage.
You are highly organized, able to manage multiple priorities in a fast-paced environment, and confident working with digital tools and systems to support sales activities, client management, and communication.

FUNCTIONAL COMPETENCIES

- Thorough knowledge of sales activities and techniques
- Strong negotiating and closing skills
- Strong networking and interpersonal skills
- Good communication skills (oral and written)
- Strong relationship management skills
- Thorough knowledge of relationship building and teamwork skills
- Strong knowledge of Bank's financial products and services, and customer profitability model, in order to provide integrated financial solutions.
- Ability to conduct due diligence on the strength of customer financials to identify short and long term needs
- Thorough knowledge of regulatory compliance related to Privacy, Anti-Money Laundering/Anti-Terrorist Financing and Know Your Customer requirements
- Knowledge of competitor offerings

IF YOU ARE PASSIONATE ABOUT THIS JOB OPPORTUNITY AND WANT TO DRIVE EXCELLENCE IN THE INSURANCE SECTOR, WE WOULD LOVE TO HEAR FROM YOU.

SCAN THE QR CODE OR CLICK THE LINK BELOW TO START YOUR APPLICATION NOW!

Note: This job vacancy is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the incumbent for this position.

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