



KentBank a modern, universal bank focused on Retail, Corporate and SME operations, with the network of 15 branches throughout Croatia, has a vacancy for:

Head of Channel Management (m/f)

Place of work:

Zagreb

We are looking for a creative, innovative, energetic, analytical, result and solution oriented, with good communication and relationship skills, team player, to lead our Channel Management team.

Goal and Purpose of the job:

Channel management (both traditional and digital) with the aim to support digital transformation of traditional channels, to improve efficiency and maximize client acquisition.

Management of mobile, Internet banking, ATM, call center and corporate website, in accordance with the defined strategic Business plan.

If you:

- want to share your knowledge and experiences on mobile banking, internet banking, ATMs as well as Call Centre and website management, within the team
- have experience and are familiar with retail products and processes
- know how to establish processes of new products, functions and services for retail clients
- know how to develop, implement and maintain products and services for channels
- conduct end-user acceptance tests of new functions and services developed for channels
- follow and research developing trends and technological innovations, as well as monitor user experiences
- have deep knowledge of legal frame regarding retail products and services in banking industry
- have experience in leading the team

it is the right moment to join our retail strategy, products and process development team.

Requirements:

- Graduated from University - School of Economics and Finance or School of Engineering
- Very good command of English language (written/spoken)
- Good command of MS Office programs
- Analytical skills, organizational skills, communication skills, decision making, team player, responsibility.

We offer:

- Possibility for learning and personal development
- Excellent, stimulative and dynamic environment
- Friendly colleagues
- Great atmosphere

If you are interested in the announced job vacancy, send your CV in Croatian and English to the following address: zaposlenje@kentbank.hr. Only shortlisted candidates will be contacted. By submitting the application, you give your consent to the processing of your personal data for the purpose of conducting this selection procedure by KentBank d.d. More information about the data we collect and process during the selection process, the period of their retention and your rights can be found in the Privacy Statement for job applicants published on our website (www.kentbank.hr).

