Union Bank of Cameroon Plc

The People's Bank of Trust

WE ARE HIRING

INTERNAL

ACCOUNT RELATIONSHIP OFFICER

Reporting Line	Branch Manager
Number Of Position	1
Job Grade	To be determined based on background & experience
Type Of Contract	Permanent
Location	Nkoabang - Yaounde, Cameroon



Job profile



Union Bank of Cameroon Plc is presently in search of an Account Relationship Officer (ARO) for its Nkoabang Branch - Yaounde, Cameroon. Opportunity is open for internal candidates

JOB PURPOSE

- ✓ Manage a portfolio profitability of clients in the SME or large corporate sectors, monitor and provide support in resolving their technical issues and meeting their day-to-day banking needs, whilst consistently striving to deliver excellent service quality.

JOB DIMENSION

- ✓ At least three years experience in managing a client portfolio and two years in a similar role within a reputable bank or financial services firm ;
- ✓ Good knowledge of banking services and products ;
- ✓ Proficiency in banking procedures ;
- ✓ Proficiency in IT, particularly the MS Office suite ;
- ✓ Experience of working with the FINACLE and AMPLITUDE banking applications would be a PLUS ;
- ✓ Fluency in spoken and written communication is essential, and bilingualism in French and English would be an ASSET ;

JOB REQUIREMENTS

- ✓ A minimum of a four-year degree in Marketing, Banking, Finance, Sales or Management ;
- ✓ High ethical standards ;
- ✓ Attention to detail ;
- ✓ Integrity ;
- ✓ Strong business acumen ;
- ✓ Ability to listen ;

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Required Profile

All documents (CV and cover letter) must be sent to recruitment@unionbankcameroon.com no later than **November 12, 2026**, at **5:00 PM**, with the subject line "**ACCOUNT RELATIONSHIP OFFICER (ARO) - NKOABANG**".



As a transparent, accountability, merit, and service excellence organization, Union Bank of Cameroon plc is an enterprise that vies for Equal Employment Opportunity unceasingly strive to recruit young and ambitious talents while also promoting talents from within.

JOB PRINCIPAL ACCOUNTABLILITIES *(Key tasks and additional activities)*

Portfolio Management

- ✓ Ensure that customer information in the banking system is kept up to date: meeting and contact reports, compliance with security and ethical rules relating to anti-money laundering, checking the compliance of customer files, updating data records, etc.
- ✓ Analysing credit applications and gathering any additional information ;
- ✓ Assisting other departments/divisions within the Bank in processing financing applications, and ensuring that files comply with regulations ;
- ✓ Opening accounts and drafting certificates on request for submission to the Branch Manager for approval ;
- ✓ Monitor first-level commitments and risk: manage renewal dates, draft the commercial section of credit files, and transfer files to the disputes department ;
- ✓ Handle first-level customer complaints, inform the Customer Engagement Department of customer feedback, and ensure that matters are escalated appropriately to line management.

Resource Research and Development

- ✓ Contribute to the development of the value chain for assigned clients: identify business opportunities and refer clients and prospects to the relevant expert (Corporate Banking, Treasury & Financial Markets) ;
- ✓ Carry out quick sales of simple products (bank cards, international and domestic transfers, etc.) ;
- ✓ Raise funds through savings and investment products (DAT, etc.) ;
- ✓ Help design and develop new products in line with client needs ;
- ✓ Monitor account activity ;
- ✓ Recover frozen receivables at the sales stage;

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