



Sales Manager Banking

FLEMISH BRABANT

External Description

Context

bpost strives to create an inclusive environment with exciting projects and inspiring collaborations. With our employees at the heart of our organization, we believe in careers, not just jobs. Within this framework, we are looking for a Sales Manager Banking (Cluster Leuven - Aarschot - Genk - Hasselt - Mol) to help achieve our upcoming growth.

Mission

Responsible for consumer loans and insurances (lending and protect) and in this role managing, coaching and developing a team of banking experts. Define the commercial strategy and adjust where necessary. Drawing up plans and targets for lending & protect solutions and managing a team that works together to execute this plan and achieve commercial goals.

Tasks and Responsibilities

Increase revenue:

- Achieve commercial objectives by translating them into weekly/ daily objectives
- Define, communicate and follow up action plans within the national/regional guidelines in order to achieve the commercial objectives
- Coordinate and follow up the quality of sales activities
- Management and follow-up the commercial objectives of (sr) agents and experts lending and protect
- Ensure an optimal roll-out and application of tools to support the commercial activities (e.g. customer database (CRM), sales methodologies such as Best Seller,...) and optimize collaboration with banking coaches

Monitor and increase customer satisfaction:

- Define, communicate and follow up action plans within the national/regional guidelines in order to achieve the objectives of customer satisfaction.
- Stimulate a quality and customer-oriented attitude within the team of assigned (sr) agents and experts lending and protect.

- Maintain good contacts with the various departments of the bank.

Monitor and increase the quality of service and operations of the assigned team:

- Monitor and optimize the quality of the process execution and operations of the defined KPIs
- Ensure the correct application of the compliance rules and internal control that allow the company to protect itself against financial, operational and reputation risks, acting as the main contact person for the (regional) audit.

Create a dynamic and motivated team:

- Lead, coach and motivate the employees in the realization of the commercial and service objectives and action plans, through regular consultation moments and personal follow-up
- Set up and prepare structural team meetings with the team of (sr)agents and experts lending & protect.
- Identify the training needs within the team.
- Promote optimal employability of (sr) agents and experts lending & protect in function of the potential of the field of work and taking into account the degree of commercial commitment of office holders
- Monitor absenteeism indicators and formulate and monitor targeted improvement actions
- Validate the personnel planning, identify possible personnel needs, participate in the recruitment process for the employees
- Monitor and improve the performance of the assigned (sr)agents and experts lending and protect

Participate in the roll-out of projects:

- Contribute to the cultural change within Retail (stimulating flexibility, result orientation and customer service).
- Participate in the concrete roll-out of various improvement projects within Retail.

Maintain internal relationships:

- Develop a good collaboration with the network so that (sr) agents and experts lending and protect can continue to acquire new customers and generate appointments with existing customers.
- Maintain good contacts with the cluster managers, agents, sales support and other departments of the banking partners

Your Profile

As a **Sales Manager Banking**, you bring the following qualifications:

Master/bachelor degree or equivalent by experience

Knowledge of the second national language (in function of the workplace) and English

Inspiring people manager with a can do attitude and excellent coaching skills able to motivate a team of sales advisors and help them evolve and progress

Good knowledge of sales management with a structured and organized way of working

Knowledge of lending and protect solutions, processes and procedures, sales techniques and specific IT applications

Have the necessary certificates in particular for credit mediation (Consumer Loans) and insurance distribution (Life and Non-Life) (registration as responsible for the distribution of insurance products), in order to meet the legal requirements to perform the function or be willing to pass the exams to get these certificates in an agreed time frame

Good knowledge of staff regulations, financial regulation, procedures and guidelines Compliance and the management tools would be an asset

Our offer

Like a long-awaited parcel, we want to make you feel welcome and valued. Our offer includes:

Competitive monthly salary

Company car + cafeteria plan

Meal vouchers

Hospitalization-, group- and disability insurances

A phone subscription

20 days of statutory leave and 7 additional extralegal days off

An end-of-year and performance-based bonus and double holiday pay

Many benefits from more than 100 bpost-partners

About bpost

bpostgroup is Belgium's leading postal operator and a growing parcel & omni-commerce logistics partner globally. With a **focus on social and environmental sustainability**, we

aim to be a trusted guide in a changing world. As our newest team member you will:

Become part of the **bpostgroup family** with a unique atmosphere and culture.

Enjoy a **dynamic work environment** with a hybrid model allowing for flexibility.

Have access to **continuous learning and development** opportunities.

Have a direct **impact on decision-making** in an international success story.

Thrive in a **leadership culture** centered on visioning, sense making, innovation, and relating, empowering you to lead effectively in our forward-thinking organization.

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