

VACANCY NOTICE

Pearl Bank is a Commercial Bank whose purpose is fostering prosperity for Ugandans. Our high impact goals are driving sustainable financial inclusion and stimulating entrepreneurship and service. The Bank is growing and giving opportunity for its competent and achievement driven employees as well as the public to fill up the role that has fallen vacant.

POSITION DESCRIPTION

JOB TITLE: REGIONAL SUPERVISOR AGENT RECRUITMENT

REPORTS TO: MANAGER AGENT AND MERCHANT RECRUITMENT

JOB PURPOSE

- The Regional Supervisor Agent Recruitment is responsible for developing and executing strategies to identify, recruit, on board, and manage relationships with agents and merchants within his region.
- The role is crucial in expanding the Bank's market presence, enhancing the agent and merchant network, and driving business growth

KEY RESPONSIBILITIES /KEY DELIVERABLES

Agent and Merchant Recruitment At regional level:

- Develop and implement recruitment strategies to grow the network of agents and merchants.
- Identify potential agents and merchants through market research, networking, and direct outreach.
- Manage recruitment campaigns and activities, including attending trade shows, conferences, and industry events.
- Negotiate terms and agreements with agents and merchants.

Relationship Management:

- Build and maintain strong relationships with agents and merchants to ensure retention and satisfaction within the region.
- Act as the main point of contact for agents and merchants, resolving any issues and addressing concerns in a timely manner within the region.

Onboarding and Training agents and merchants within the region:

- Oversee the onboarding process for new agents and merchants within his region, ensuring all documentation contracts and training are completed.

Performance Monitoring and Reporting:

- Track and evaluate the performance of agents and merchants, identifying areas for improvement or development.
- Provide regular reports on recruitment metrics, agent/merchant performance, and market conditions to senior management.
- Analyze recruitment campaigns and strategies to measure effectiveness and make recommendations for improvement.

Market Research and Analysis:

- Conduct market research to identify emerging trends, opportunities, and competitor activities.
- Adjust recruitment strategies based on market analysis and business objectives.

BUSINESS BEHAVIOURS

- **Passion:** Committed to excellence, delivering outstanding results and making a positive impact on our customers and stakeholders.
- **Teamwork:** Collaborates, mutual respect, and diverse perspectives, to achieve shared success and deliver greater value to the Bank.
- **Integrity:** Uphold honesty, transparency, and accountability, ensuring ethical practices in every action.
- **Innovation:** Embrace creativity and forward-thinking, continually seek new solutions to enhance customer experience and drive business growth.

QUALIFICATIONS, EXPERIENCE AND COMPETENCIES REQUIRED

- Bachelor's in commerce, Business Administration, Public Administration, Social Sciences, Marketing & other related fields.
- A minimum of three 3 years' experience in a banking/Telecom environment with hands on in Client relationship Management or Agent Network Management

THE FOLLOWING DOCUMENTS SHOULD ACCOMPANY THE APPLICATION

- Cover letter, Detailed CV, and Copies of academic documents all as one file.

MODE OF APPLICATION

- Online applications addressed to **Chief People & Strategy Officer**, Pearl Bank Uganda.
- Send application to **hr@pearlbank.com** with job title as subject.
- Closing Date: **Friday 13th February 2026** at **5:00pm**.
- Only shortlisted candidates will be contacted.

Pearl Bank Uganda Ltd is an equal opportunity employer