

# 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. In line with our continued growth, the Bank is pleased to offer an exciting career opportunity to competent and results-driven employees and members of the public to apply for the vacant role.

## POSITION DESCRIPTION

### JOB TITLE: SUPERVISOR FINTECH DISTRIBUTION

### REPORTS TO: MANAGER FINTECH DISTRIBUTION

#### JOB PURPOSE

- To supervise and coordinate the agent, merchant, and super agents activities within the distribution network, ensuring effective onboarding, training, branding, and ongoing support in line with Bank standards and within their assigned area/territory.
- The role is responsible for onboarding, monitoring performance, resolving operational issues, and supporting field teams to deliver consistent, high-quality service to customers/agents and merchants.

#### KEY RESPONSIBILITIES /KEY DELIVERABLES

##### Field Execution & Support

- Coordinate onboarding of agents and merchants in line with set targets.
- Conduct field visits to provide ongoing support and resolve operational issues.
- Ensure proper branding and visibility at agent and merchant locations.

##### Training & Capability Building

- Lead training of agents and merchants on products, systems, and processes.
- Provide continuous coaching to improve performance and service delivery by agents and merchants.

##### Performance Monitoring

- Track agent and merchant activity levels and performance metrics.
- Follow up on inactive or underperforming agents to drive productivity.
- Provide regular feedback and reports to the Manager.

##### Customer Service & Issue Resolution

- Handle and escalate customer or agent complaints where necessary.
- Ensure timely resolution of operational challenges.

##### Compliance & Risk Control

- Ensure that agents and merchants adhere to KYC, AML, and Bank policies
- Monitor for suspicious activities and report accordingly to guard against fraud

##### Campaigns & Activations

- Lead the implementation of recruitment strategies to grow the network of agents, super agents and merchants across their assigned territory.
- Coordinate and execute field campaigns and promotional activities to support agent and merchant acquisition, ensuring strong brand visibility and effective engagement in assigned areas.
- Manage team performance against set targets and service standards.

##### Team Leadership

- Supervise and coordinate the activities of community bankers within the assigned area.
- Provide day-to-day guidance, coaching, and support to ensure effective execution of tasks.

#### 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

- A bachelor's degree in a Business course or any related degree.
- A professional certificate / Masters will be an added advantage
- A minimum of Eight (8) years' experience in sales with a proven track record to deliver results of which five (5) should have been at a senior management level.

#### 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: **Monday 15<sup>th</sup> June 2026 at 5:00pm**.
- Only shortlisted candidates will be contacted.

**Pearl Bank Uganda Ltd is an equal opportunity employer**