

My Intent Clarification Letter

To: Placement Teams

Dear Sir/Madam

I became really excited about to get this opportunity and would like to apply for a “**Customer Relationship Team Mgr**” vacant position at **Nekemte Branch** with this motivation letter. Accordingly, my vision, the activities I will perform, my support to the Bank’s current reform and my qualifications for the post, but not limited to are sequentially listed below.

1) My Vision

- Realizing implementation of the Bank’s Vision by 2030.

2) Activities to be performed under my Supervision

A) Operational Tasks

- Planning, Organizing, Leading and Controlling different tasks of the Team,
- Prioritizing and assigning tasks to each Team members according to their job description,
- Providing information, tools and working guidance to the subordinates,
- Assessing the daily work accomplishment and challenges to manage them in time,
- Creating strong social interaction to recruit potential customers and working on customer retaining and providing technical assistance, and working with the stake holders and closely monitoring the loan/lease financing process starting from application receiving up to the full settlement of the loan/lease payments,
- Managing operational and budget plan preparation and its implementation, and preparation and submission of seasonal and unseasonal reports.

B) Administration and Capacity Building

- Motivating, disciplining, managing conflict, capacitating the staffs, developing Team spirit,
- Making working area pleasant and working on fulfillment of facilities,
- Evaluating employee Performance and providing feed-back.

C) System related issues

- Giving on-job training on the Bank’s T-24 core Banking System for untrained staffs,
- Managing daily transactions, all accounts and following up the client’s loan/lease status.

D) Ethics:

- Understanding and exercising the four dimensions of emotional intelligence (self-awareness, Social awareness, Self mgt and Social skills),
- Managing time & conflicts, exercising accountability and transparency, making effective and open communication, establishing consistency in disciplinary actions, respecting both staff and the Client,
- Using and managing the Bank’s resource efficiently and effectively.

3) My Support to the Bank’s Current Reform

- Ensuring implementation of prudent lending practices in the Branch and maintaining quality of the loan/lease to reduce NPL, assisting the client in their daily activities at project implementation level and supporting the other Teams in the Branch, managing and safeguarding all resources of the Bank and implementing the work orders adhering to the Bank’s policy and procedures,
- Delivering effective and efficient service to the clients and managing their genuine complaints,
- Managing my work and that of my team in the best possible way to help to attain the vision of the Bank.

4) Qualifications that makes me fit to the position

- My Education level (MSc) and Sufficient experience in both **Account Section** and **Credit Team**,
- My Experience in **Management**. i.e. in addition to the acting position given from Branch Managers to me when they are off the office for different reasons in the last Seven (7) years, I had been assigned by **VP Small and Medium Enterprise Financing** and served as an **Acting Branch Manager** of DBE Nekemte Branch (**Grade “A”**) for Six Months | from July 19,2018 - Dec 28,2018|,
- Various valuable Banking trainings I have taken like, Fundamentals of Project Finance, Domestic Banking, Customer Account Transaction Service (CATS), Financial Management and Application of IFRS in addition to GAAP, On- Lending, Disbursement and Supervision, Project impact assessment, monitoring and Evaluation and I have **advanced** T-24 System Banking software experience,
- I have not committed disciplinary problems and I’m energetic, committed, and eager to learn and correct my fault.

With Regards,

Alemu Bedasa
The Applicant