

WE ARE HIRING!

Senior Agent Success Executive

Benefits

- Market-competitive salary
- Generous leave entitlement
- Festival bonus

Location

Badda Link Road, Dhaka, Bangladesh

Working Hours

5 days a week, on a rota basis, from Monday to Sunday,
2 PM to 11 PM

Email your updated resume with a proper subject line to

jobs@bracsaajan.com

Job Purpose:

The Senior Agent Success Executive will play a crucial role in supporting agent relationship management by increasing agent utilisation and transactional activities. This will be achieved through timely agent onboarding training, monitoring agent transactional limits, and proactively following up with agents to maximise their engagement and performance.

Reports to:

Business Development Manager and Senior Digital Sales & Marketing Manager

Key Responsibilities:

- Provide training to newly onboarded agents on ERP systems and Anti-Money Laundering (AML) compliance.
- Update agents regularly regarding their transaction balances and limits (bags).
- Resolve agents' enquiries related to the system and transactional processes.
- Monitor agents' transaction activity across cash, card, and online channels.
- Conduct daily follow-ups on agent sales performance and engage agents with low or no transactions to boost activity.
- Collaborate with Relationship Managers to achieve daily and channel-wise sales targets.
- Ensure agents have sufficient transaction limits to facilitate business operations.
- Support efforts to increase the number of active agents and the volume of transactions per agent.
- Perform other duties as assigned by management.

Key Skills & Competencies:

- Strong customer focus and attention to detail.
- Strong analytical thinking with problem-solving abilities.

- Excellent communication skills, both verbal and written, in professional English.
- Ability to work collaboratively within a team environment.
- Proficiency in MS Office and internet browsers.
- Effective multitasking, prioritisation, and time management skills.
- Fluency in the **Sylheti dialect is mandatory**.

Qualifications & Experience:

- Bachelor's degree in Marketing, Business, or a related field
- Minimum 3 (three) years of experience in sales support or agent management.

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