

WE ARE HIRING!

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

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jobs@bracsaajan.com

Job Purpose:

The 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 Agent Success Executive

Key Responsibilities:

- See through the end-to-end agent onboarding, starting from organising onboarding pack to compliance submission to training to activation
- Monitor agents' balances and available transaction limits, and liaise with them for payments and/or ad hoc limits
- Liaise with relevant teams to resolve agents' enquiries related to the system and transactions
- 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
- Increase the number of active agents and the volume of transactions per agent
- Assist agents with redeeming Privilege Program benefits
- 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

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