



INVESTMENT BANK

Exciting career opportunity

Account Relationship Manager: International Organizations & Exporters

CDH Investment Bank, the leading specialist bank in Malawi, is seeking a dynamic and results-driven professional to join the team as Account Relationship Manager: International Organizations & Exporters to be based at Head Office in Blantyre.

About CDH Investment Bank

CDH Investment Bank, licensed under the Banking Act by the Reserve Bank of Malawi. The bank provides investment banking, corporate financial advisory, commercial banking and trading of financial securities to a select niche market. Our purpose is to deliver financial solutions to our clients by effectively utilizing the best human capital and information technology.

Role summary

The **Account Relationship Manager: International Organizations & Exporters (IOEs)** is responsible for acquiring, developing, and strengthening CDH Investment Bank's IOE customer relationships through effective relationship management, contributing to the Bank's profitability and growth targets. The role ensures superior customer service, enhancing the overall customer experience, and maintains accurate records of all customer correspondence. Key responsibilities include portfolio management, client relationship management, reporting and documentation, networking and market intelligence, and performance and compliance.

Key responsibilities

The Account Relationship Manager: IOEs is a managerial position in Business Development and Marketing department and shall: -

1. Identify, maintain and grow a segregated portfolio of liabilities for international organizations and exporters
2. Solicit business by selling CDH Investment Bank services and actively market and manage a portfolio of IOEs
3. Prepare business proposals to acquire IOEs and ensure onboarding
4. Establish strong client feedback mechanisms to continuously improve service quality
5. Develop and maintain strong relationships with key stakeholders
6. Serve as the Bank's principal contact for a portfolio of IOEs
7. Develop and implement strategies to optimise the portfolio's performance and mitigate risks
8. Provide strategic insights to enhance the effectiveness of product and service marketing campaigns
9. Liaise with back-office teams to ensure adherence to internal operational/KYC requirements for booking new transactions
10. Write portfolio reports, call reports, and ad hoc papers based on market intelligence
11. Ensure compliance with regulatory requirements and internal policies in all reporting and documentation activities
12. Implement the Bank's marketing plan and programmes related to product research and development.
13. Be assessed on a regular basis based on agreed targets and KPIs.

Key qualities & skills

1. Innovative and forward-thinking individual who is constantly exploring new ideas and ways of serving clients to drive business growth and meet customer needs
2. Has deep understanding of the market and the business environment, with strong financial and commercial awareness, enabling them to make informed decisions that achieve strategic objectives
3. Excellent analytical skills, with the ability to collect, analyse and interpret data to inform business decisions and actions
4. Good financial acumen to drive strategic decision-making and optimize business performance
5. An effective problem solver, able to identify and resolve complex problems in a timely and efficient manner
6. Planning and organizational skills, with the ability to prioritize and manage tasks effectively to achieve goals and meet deadlines
7. A strategic thinker who can think outside the box and develop innovative solutions to complex problems
8. Possess strong risk management and compliance knowledge for ensuring the banks policies are followed and potential threats are mitigated
9. Confident and assertive communicator who can effectively communicate their ideas, opinions, and decisions in line with accepted standards and code of conduct
10. Skilled at building positive and productive relationships with colleagues, customers, and stakeholders, working collaboratively to achieve business goals
11. Self-motivated individual who can inspire and drive high levels of performance from themselves and others to achieve business objectives
12. Has good project management and negotiation skills

Qualifications and experience

1. A bachelor's degree in commerce, marketing, business administration, banking, finance, or equivalent from a recognised university
2. Postgraduate degree in business administration, finance, or a related field will be an added advantage
3. Professional certifications in banking and finance
4. At least 7 years' experience in banking/financial services with a corporate banking, international organisation & exporters orientation
5. At least 5 years' experience in sales or account relationship management
6. At least 5 years' experience in banking operations

Remuneration

A competitive remuneration package, commensurate with the role's seniority, skills and experience will be offered to the successful candidate.

How to apply

Interested persons who meet the minimum requirements outlined above should forward applications in person, by post or email to the address below, to be received no later than close of business on **6th March 2026**.

Qualified and interested candidates should submit their applications, including:

1. A detailed curriculum vitae.
2. Certified copies of academic qualifications.
3. A certified copy of a valid national identity document or passport.
4. Contact details for three professional referees.

Please note applications that do not meet all the requirements specified above will not be considered. Only shortlisted applications will be acknowledged.

Chief Executive Officer/Managing Director

CDH Investment Bank Limited

PO Box 1444

Blantyre, Malawi

Email: recruitment@cdh-malawi.com