**The role:**

As part of NAB’s ambition to be the World’s Best Business Bank and drive better customer outcomes, Business & Private Banking is introducing innovative new ways of working. At NAB, Relationship Associate teams play a critical role in delivering exceptional service to our customers, both directly and through the support they provide to our NAB Bankers.

As a **Relationship Associate**you will be responsible for providing servicing support to customers and Business Banking Managers within a partnership to deliver exceptional customer service and to allow Business Banking Managers to focus on developing, growing, and deepening customer relationships.

**The role and Day to day will include**:

* Aligned to local teams and building relationships with customers through retaining local knowledge.
* Drive customer advocacy by being an empowered case resolver for customer servicing enquiries
* Support Relationship Managers to complete customer servicing tasks and maximise utilisation of value chain stakeholders to assist in the timely completion of customer requests
* Accountable for customer adoption of digital channels including education of customers to transition to self-servicing channels to simplify customer banking
* Centre of Excellence for on boarding new to bank customers and completion of KYC requirements including accountability for quality and time to cash metrics
* Identify ways in which we can continue to meet or better support our customer needs through such as specialised requirements and engagement with our specialist bankers
* Proactive management of the Term Deposit Rollovers and opening of new Term Deposit Accounts

 As the face of NAB, I recognise that **first impressions do matter**, and I am genuinely enthusiastic about providing a world-class customer experience to our business customers

**What you will bring:**

* Tertiary qualification in Banking & Finance or a business-related discipline (preferred)
* Understanding of KYC onboarding compliance requirements with a strong communication skills
* Knowledge and understanding of digital platforms and customer self-service channels
* Ability to deliver superior customer service on a consistent basis
* Foundational NAB System Knowledge, proficiency in Siebel and Ebobs desirable
* Ability to analyse financial and willingness to further develop business and financial acumen