

Mutual Trust Bank PLC

Associate (Air Lounge)

Application Deadline : 18 Apr 2026

Summary

Vacancy: --

Location: Anywhere in Bangladesh

Experience: At least 2 years

Published: 07 Apr 2026

Requirements

Education

- Bachelor/Honors

Experience

- At least 2 years
- The applicants should have experience in the following business area(s): Banks
- Freshers are also encouraged to apply.

Additional Requirements

- Both male and female candidates are encouraged to apply.
- Applicants should demonstrate strong interpersonal and communication skills in both English and Bangla, along with good listening and negotiation abilities.
- A clear and simple communication style is essential for explaining complex information effectively.
- Proficiency in MS Word, Excel, and PowerPoint is required.
- Candidates must be honest, trustworthy, and possess sound financial and industry knowledge to provide reliable client advice.
- A genuine interest in building customer relationships is expected.
- Ability to meet targets and work effectively under pressure.
- Willingness to work in rotating shifts based on business needs.

Responsibilities & Context

Key Responsibilities

- Proactively engage customers to promote lounge services, foreign exchange facilities, and a wide range of banking products
- Build strong customer relationships to ensure consistent service excellence and long-term satisfaction
- Understand customer needs and offer tailored solutions, including guidance on travel endorsements and foreign exchange quotas
- Identify and drive cross-selling opportunities across deposits, loans, and credit cards

Airport Lounge

- Deliver personalized service to high-net-worth and traveling customers
- Welcome guests warmly to create a premium experience
- Address banking queries and provide immediate support
- Represent the bank's brand through professional and attentive service

Exchange Booth

- Process foreign currency transactions accurately and efficiently
- Verify passport endorsements and monitor annual foreign exchange limits
- Ensure compliance with Bangladesh Bank regulations and internal policies
- Stay updated on foreign exchange guidelines
- Support booth profitability through efficient, customer-focused service

Skills & Expertise

Customer Service

Suggested by **bdjobs**

Foreign Exchange

Product Promotion

Regulatory Compliance

Workplace

Work at office

Employment Status

Full Time

Job Location

Anywhere in Bangladesh

Company Information

Mutual Trust Bank PLC

Address:

MTB Centre, 26 Gulshan Avenue, Plot 5, Block SE (D), Gulshan 1, Dhaka 1212

Business:

Private Commercial Bank

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Mutual Trust Bank PLC

Relationship Officer / Relationship Manager - Retail Sales (Liability), Branch Banking

Application Deadline : **18 Apr 2026**

Summary

Vacancy: --

Location: **Dhaka**

Experience: **At least 2 years**

Published: **09 Apr 2026**

Requirements

Education

- Bachelor/Honors

Experience

- At least 2 years
- The applicants should have experience in the following business area(s): Banks

Additional Requirements

- Good communication, interpersonal and organization skills.
- Effective presentation skills.
- Excellent negotiation skills.
- Able to timely manage multiple tasks.
- Proficiency at both spoken and written English and Bangla.
- Proficient in Microsoft Office.
- Strong analytical ability and organizational skills

Responsibilities & Context

Responsibilities & Context

- Drive customer acquisition and deposit growth through branch-based engagement, covering Retail, SME, and Corporate clients
- Own and grow the branch liability portfolio, with strong focus on CASA and Term Deposits (TD), ensuring an improved CASA ratio
- Maximize cross-selling opportunities for branch customers, with emphasis on Bancassurance and other fee-based products
- Build and maintain strong relationships with branch customers to ensure retention and long-term engagement
- Conduct KYC, due diligence, and source of funds verification in line with regulatory and internal compliance requirements
- Deliver high-quality customer service within the branch, addressing queries and resolving issues efficiently
- Actively manage customer follow-ups and sales pipeline to achieve assigned business targets
- Prepare and submit daily sales call reports and periodic (weekly/monthly) performance reports
- Uphold discipline, ethical standards, and compliance in all banking activities

Skills & Expertise

Suggested by **bdjobs**

Relationship Management

Employment Status

Full Time

Job Location

Dhaka

Company Information

Mutual Trust Bank PLC

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Address:

MTB Centre, 26 Gulshan Avenue, Plot 5, Block SE (D), Gulshan 1, Dhaka 1212

Business:

Private Commercial Bank

Mutual Trust Bank PLC

Branch Customer Service Officer (Cash/General)

Application Deadline : **18 Apr 2026**

Summary

Vacancy: --

Location: **Anywhere in Bangladesh**

Experience: **At least 2 years**

Published: **09 Apr 2026**

Requirements

Education

- Bachelor/Honors

Experience

- At least 2 years
- The applicants should have experience in the following business area(s): Banks
- Freshers are also encouraged to apply.

Additional Requirements

- Customer service & communication
- Core banking system operation
- KYC, AML & compliance awareness
- Accuracy, attention to detail
- Time management & multitasking
- Teamwork & professionalism

Responsibilities & Context

General Banking:

- Address and resolve customer complaints in a timely and effective manner.
- Develop and implement innovative ideas to enhance customer service and satisfaction.
- Promote and advise customers on the bank's products and services.
- Ensure compliance with internal and external regulations and policies.
- Build and maintain strong relationships with the bank's customers and stakeholders.
- Achieve business, operational, and financial targets while expanding the client base.
- Meet the company's Key Performance Indicators (KPIs).

Cash Department :

- Process cash transactions (payments and receipts) efficiently, ensuring minimal wait times.
- Deliver excellent customer service in the cash area, maintaining high customer satisfaction levels.
- Meet and exceed business targets set by management.
- Monitor and prevent fraudulent activities, including fake notes and money laundering.
- Perform ATM maintenance, cash loading, and reconciliation.

Skills & Expertise

Flexibility and Adaptability

Goal Oriented

Suggested by **bdjobs**

Customer Service

General Banking

Workplace

Work at office

Employment Status

Full Time

Job Location

Anywhere in Bangladesh

Company Information

Mutual Trust Bank PLC

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Address:

MTB Centre, 26 Gulshan Avenue, Plot 5, Block SE (D), Gulshan 1, Dhaka 1212

Business:

Private Commercial Bank

Mutual Trust Bank PLC

Relationship Officer / Relationship Manager - Retail Sales (Asset), Branch Banking

Application Deadline : **19 Apr 2026**

Summary

Vacancy: --

Location: **Anywhere in Bangladesh**

Experience: **At least 2 years**

Published: **09 Apr 2026**

Requirements

Education

- Bachelor/Honors

Experience

- At least 2 years
- The applicants should have experience in the following business area(s): Banks

Additional Requirements

- Good communication, interpersonal and organization skills.
- Effective presentation skills.
- Excellent negotiation skills.
- Able to timely manage multiple tasks.
- Proficiency at both spoken and written English and Bangla.
- Proficient in Microsoft Office.
- Strong analytical ability and organizational skills

Responsibilities & Context

- **Actively source asset business** through branch leads, local market outreach, developers, and referral channels
- **Build, manage, and convert a strong loan pipeline** to achieve disbursement targets (monthly, quarterly, yearly)
- **Own the end-to-end asset journey** from lead generation to loan disbursement, ensuring speed and quality
- Conduct **field visits to clients, developers, and business hubs** to drive sourcing and conversion
- Develop and maintain **strong partnerships with developers, brokers, and referral sources** to enhance deal flow
- Ensure **complete and accurate loan documentation**, minimizing discrepancies and processing delays
- Coordinate closely with **RFC and internal stakeholders** to ensure timely approval and disbursement
- **Monitor portfolio quality and early risk indicators**, ensuring adherence to credit and compliance standards
- Convert **branch walk-ins into asset opportunities** through proactive engagement and needs assessment
- Maintain high customer service standards while **driving sales conversion and turnaround time**
- Prepare and submit **daily sourcing reports and pipeline updates**
- Uphold compliance, discipline, and ethical standards in all asset-related activities

Skills & Expertise

Suggested by **bdjobs**

Relationship Management

Employment Status

Full Time

Job Location

Anywhere in Bangladesh

Company Information

Mutual Trust Bank PLC

Address:

MTB Centre, 26 Gulshan Avenue, Plot 5, Block SE (D), Gulshan 1, Dhaka 1212

Business:

Private Commercial Bank

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