



WE ARE HIRING

Alternative Delivery Channel Officer

REPORTING TO:

Assistant Manager – Alternative
Delivery Channel

RESPONSIBLE FOR:

Merchant Acquiring through POS
and All Alternative Channel/Digital sales

DEPARTMENT:

Retail Banking

REGION: Dar-Es-Salaam and Other Regions as allocated

HOURS OF WORK

8am - 5pm Monday to Friday.
Additional hours as required by the workload.



Call 0800 780 111 or visit www.eximbank.co.tz



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1. PURPOSE OF JOB:

- To assist assistant Manager to grow and support Merchant Acquiring business through POS Channel and other digital products of the bank as assigned.
- To promote and sell the Acquiring Business of the Bank, He/ She will be responsible for identifying potential merchants and drive acquisition through team and branches.

2. MAIN DUTIES AND RESPONSIBILITIES:

1. Acquisition & customer portfolio management

- Create new sales and revenue generating opportunities as appropriate.
- Utilize a consultative sales approach that ensures that the client's business objectives are met, and that the performance metrics of their payment portfolios are maximized.
- Develop partnership and campaigns with merchants as per assigned portfolio and territory to grow revenues and brand visibility for both during the year.
- Prepare proposals, high impact sales presentations and negotiate contractual relationships with new and existing customers.

2. Retention of Existing Customers

- To manage customer queries of all merchants in the assigned portfolio.
- Identify and arrange tie up partnership marketing campaigns with merchants within the assigned portfolio for bank brand awareness and business growth.
- Expand existing relationships/partnerships through the selling of Bank products both traditional and digital services through relationship managers as and when required.
- Manage active/inactive merchants to grow profitability.
- Manage POS through proper allocation or recovery as and when required.

3. Team/ Internal Management

- Serve as customer advocate internally while effectively collaborating with internal cross-functional teams.

4. Reporting

- Prepare and maintain daily, weekly, monthly, quarterly and annual sales call reports.
- Develop deep understanding of the merchant business and provide analytical and strategic reports for NTB (weekly) that will help to track business in relation to business objectives.
- Provide competitor intelligence reports on products and tariffs.
- Ensure merchant Database and PoS Verification tables are updated.

5. Other Duties

As assigned by line manager



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3. KEY RELATIONSHIPS:

▶▶ INTERNAL

- All staff.

▶▶ EXTERNAL

- Clients, service providers.
- External Business community.

4. JOB KNOWLEDGE, SKILLS & EXPERIENCE:

- Diploma / Degree in IT, Business or Banking
- A pleasant personality
- Good interpersonal skills
- Good communication skills
- Ability to work under pressure
- Good communication skills
- Computer literacy is essential

Please send your application to:
hrrecruit@eximbank.co.tz

NB: Only short - listed candidates will be contacted

Application deadline:- 27th July 2023



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