

# We're hiring! Join our Team



Position

**Digital Banking  
Support Officer**

Location : **Head Office**



Qualified candidates **MUST** send their **CV & Cover Letter** attached with all **academic certificates**.

All applications **MUST** be sent electronically through:

Email: **recruitment.tanzania@ubagroup.com**

Email subject: **SUPPORT OFFICER, DIGITAL BANKING : OCT, 2023**

**Deadline: 08th October 2023**



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## QUALIFICATIONS & EXPERIENCE

- Implement strategies to reduce cost of digital banking operations in the country.
- Provide technical support to the digital banking sales team for all sales calls in terms of demos, presentations, etc.
- Promptly resolve all customers' complaints in country.
- Ensure all channels and platforms in the country meet the group's approved SLA targets.
- Promptly escalate and follow through with the resolution of all issues reported to the centre.
- Generate and submit reports on channels and products performance.
- Assist the digital banking sales team to conduct product knowledge training to staff on all digital banking products.
- Review all current digital banking processes & procedures and recommend areas of change and improvement to ensure high customer satisfaction on accessing our digital banking products.
- Serve as the primary anchor person for all digital banking technical/operational issues in country.
- Ensure prompt delivery of all customer requests for all digital banking products and e-solutions.
- Re-setting passwords for customers on U-direct and prepaid.
- Processing customer's salaries via pre-paid cards.
- Run daily e-statements.
- Ensure visa posting and daily reconciliation responsibility of digital banking transactions for all offerings, including, but not limited to Visa, africash, ATMs, POS, mobile money (m-pesa, etc), & other digital banking services (to avoid fraud & operational losses).



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**JOB OBJECTIVES**

- Drive and ensure successful deployment of all Digital Banking products & platforms within the country.
- Promptly resolve customer complaints and issues on all Digital Banking products & platforms in country.
- Scope, identify and recommend all potential Digital Banking products to be deployed in the country.



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### PLANNING

- Daily e-statement running.
- Periodic digital Product development and deployment meetings
- Weekly digital Product demos and training to clients
- Run daily e-statements.
- Daily digital banking accounts reconciliation.

### KEY PERFORMANCE INDICATORS

- 100% achievement of all customer enrolment requests.
- 100% resolution of all customer complaints.
- 100% running daily e-statements.
- Completion of projects on time.
- Accurate generation of the reports.
- Accurate and 100% reconciliation of all digital banking accounts on daily basis.



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**JOB REQUIREMENTS**

**EDUCATION**

- B. Sc Degree or its equivalent in Accounting or related field at a level not below Second Class Lower from a recognized university.
- At least 3 years' experience working as a Digital support Officer in the banking industry.

Kindly note that,  
**only shortlisted candidates**  
will be **contacted!**



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