



RELATIONSHIP OFFICER

- Locations: Arusha Branch NBC
- Job requisition id R-15958191
- Time type Full time
- Deadline 2023-10-18

NBC is the oldest serving bank in Tanzania with over five decades of experience. We offer a range of retail, business, corporate and investment banking, wealth management products and services.

Job Summary

- Acquire and manage relationships with Small and Medium Business customers through pro-active and consultative approach in line with NBC policies and procedures.
- Utilize customer focus approach to provide holistic financial solutions to basic and complex financial needs by understanding customers' business process cycle.
- Provide differentiated customer experience that support NBC value proposition by maintaining regular contacts with customers to ensure overall satisfaction.
- Manage the quality of assets and liabilities in the portfolio through pro-active monitoring of customers' transactions trends and movement

Job Description

Sales and Relationship Management 40%

- Maximize client profitability within agreed targets (Assets, Liabilities, interest and noninterest revenue) by identifying, building, and deepening of relationships to gain incremental wallet share of the Small and Medium Business clients by offering solutions through a wide range of products and services.
- Provide value added engagement, regular face to face meetings, consistent communication with clients by conducting meetings with clearly defined objectives and desired outcome.
- With the support of product specialists, intuitively recognize and understand clients' business cycle, financial goals/needs and proactively provide holistic financial solutions.

- Create and maintain a pipeline of business opportunities and proactively master referrals to grow asset and liabilities portfolio.
- Develop and maintain Customer Relationship Management Plan of Top 10 borrowing clients and Top 10 non borrowing clients
- Maintain accurate and up-to-date records of all actual and attempted client customer interactions (i.e. Call Reports)
Customer Service: 20%
- Proactively and professionally manage client experience by providing appropriate answers regarding products and services.
- Promptly respond to customer complaints and constantly provide regular feedback on unresolved issues.
- Keep accurate records of discussions or correspondences with clients
- Effectively co-ordinate client relationship/activities with other department within the bank.
- Educate customers on the banks products, services and procedures.
- Use client feedback to improve product and service offering
Compliance and Risk Management: 20%
- Build awareness and comply with KYC, AML, and Financial Sanctions and Prohibitions of Business Activity policies.
- Review the portfolio on a monthly basis and ensure that all documentation required (KYC, AML and Sanctions) are up to date, and escalate any unresolved KYC requirements to the relevant mandated holders.
- Check and signoff each on loan applications, legal documents; by taking accountability for accuracy and quality the documents.
- Identify potential problem accounts and communicate appropriate risk mitigating strategies by accessing excess report on daily basis, regular monitoring of client's transactions, .
- Research, read, and network to keep abreast of developments in various industry/sector to ensure adequate industry knowledge and potential risks and or opportunities.
- Drive credit review process (New and renewal) by submitting to credit department all required documents as per checklist, comprehensive call report and renewal documents 90 days before expiry of the facilities.
- Manage down accounts without limits by submitting outstanding financials on time and following up on outstanding securities and updating credit files on regular basis.
- Prompt response on reports related to loan in arrears, excess by calling clients, and communicate resolutions to within 24 hrs.
Team and Networking 10%
- Attend daily Branch meetings and knowledge sharing meetings

- Conducting maintain constant dialogue/sharing of information with other departments (Retail and Corporate Credit, Corporate Banking, Retail Banking).
 - Attend local functions/community/governmental and business development activities
 - Develop and maintain contact with Product Specialists in other areas of the bank, including Corporate Banking, Treasury, and Retail Banking.
 - Provide feedback into the performance review of other members of Cross function team
- Self-Development 10%
- Comply and keep abreast of all policies, procedures, and circulars updates.
 - Ensure self-development pertaining to career path to develop knowledge and skills
 - Complete all critical compliance training

Other duties

Perform all other duties as reasonably assigned.

Qualifications

Bachelor`s Degrees and Advanced Diplomas - Business, Commerce and Management Studies, Business Improvement Orientation (Meets some of the requirements and would need further development), Digital familiarity (Meets all of the requirements), Enabling team success (Meets some of the requirements and would need further development), Experience in a similar environment, Openness to change (Meets some of the requirements and would need further development), Operational administration (Meets some of the requirements and would need further development), Product and/or Service Knowledge (Meets some of the requirements and would need further development), Quality orientation (Meets some of the requirements and would need further development)

To apply, [**CLICK HERE**](#)

Database & Servers Analyst

- Locations Head Office NBC
- Time type Full time
- Job requisition id R-15956359
- Deadline 2023-10-23

NBC is the oldest serving bank in Tanzania with over five decades of experience. We offer a range of retail, business, corporate and investment banking, wealth management products and services.

Job Summary

To manage the implementation, maintenance, and enhancement of all GTIS Servers, Database and Storage infrastructure to enable the use of appropriate platform technology, as an integral and reliable component of business processes within the country.

Drive convergence of technologies, ensure delivery of technology projects associated with GTIS Servers, Database & Storage and liaise and negotiate with internal customers and technology vendors.

Job Description

Accountability: Operations (40%)

- Provide a range of GTIS servers, database, backup, restoration and storage availability reporting to ensure that agreed levels of availability, reliability and maintainability are measured and monitored on an ongoing basis.
- Successfully facilitate delivery of changes to reports needed by the business and ensure that reports and their dependencies are made available to the business.
- Provide holistic support of GTIS servers, database, backup, restoration and storage availability to Business Users.
- Take action to achieve reductions in frequency and duration of incidents that impact GTIS servers, database and storage availability.
- Ensure shortfalls in GTIS servers, database and storage availability are recognized and appropriate corrective actions are identified and progressed.
- Take action on agreed areas with Line Manager to maintain or improve GTIS servers, database and storage availability levels.
- Initiate and coordinate actions required to maintain or improve availability of GTIS servers, database and storage.
- Act as a coordination point for changes to GTIS servers, database and storage when needed.
- Be aware of technology advancements and best practices that support GTIS servers, database, backup, restoration and storage availability.

- Drive routine DR testing activities with relevant stakeholders and teams.
 - Drive routing backup restoration activities and data validation.
- Accountability: Cyber Security (40%)
- Ensure that proper testing occurs for all GTIS servers, database, backup, restoration, and storage changes released into the production environments as assigned by Line Manager.
 - Work closely with Release/AV/Patches Analysts.
 - Review & Remediate VAPT and patches assigned to GTIS team.
 - Support and provide first line support to GTIS services.
 - Compile and review the Testing Deliverables.
 - Conduct installation procedure tests.
 - Participate in functional, performance, and integration testing results.
 - Coordinate user acceptance testing.
 - Validate and communicate results of testing activities
 - Participate in functional, performance, and integration testing results.
 - Drive own Performance Development, collating relevant documentation, preparing for and arranging reviews.

Accountability: Risk Management (20%)

- Build relationships with country IT Risk and Governance team and provide support wherever required.
- Contribute and deliver to the improvement of the risk profile by delivering improved governance, risk management, controls and compliance requirements.
- Undertake all necessary training in order to perform the role to the required standards, including gaining accreditation where appropriate.

Education and Experience Required

- Bachelors Degree
- 1-3 years IT related experience
- Experience in IT Technology infrastructure and Server & Database Administration will be an added advantage.

Qualifications

Analytical Thinking - Basic (Meets all of the requirements), Bachelor's Degree - Information Technology, Digital affinity (Meets all of the requirements), Enabling team success (Meets some of the requirements and would need further development), Experience in a similar environment, IT Applications (Meets some of the requirements and would need further development), Openness to change (Meets some of the requirements and would need further development), Quality orientation (Meets some of the requirements and would need further development)

To apply, [**CLICK HERE**](#)