



# WE ARE HIRING

## Collection Manager- Retail & SME

### REPORTING TO:

Senior Manager

Dotted reporting line to: Head of Special Assets Management

### DEPARTMENT:

Special Assets Management

### RESPONSIBLE FOR:

Retail and SME

### LOCATION: Dar es Salaam

### HOURS OF WORK

Monday – Friday, 8am – 5pm

Additional hours as required by workload



Call 0800 780 111 or visit [www.eximbank.co.tz](http://www.eximbank.co.tz)



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## 1. PURPOSE OF JOB:

Managing monitoring, collection and recovery of all the Retail loan delinquent accounts for all products.

## 2. KEY RESPONSIBILITIES:

### 1. People Management

- Develop a high performing team by assisting senior management in recruiting and promoting the best people in line with business needs.
- Training and mentoring of staff members in the retail collections and recovery units.
- Ensure Exim values are displayed and embedded within the team and across all departments. Display and support behaviors that support Exim culture and code of ethics.
- Overseeing staff members and ensuring the accurate and timely response to customers including timely issuance of demand notices.
- Remaining informed of any legislative procedural training regarding debt collection.
- Promoting a learning culture and impacting a technical expertise and knowledge through continuous coaching of staff.

### 2. Business Management

- Develop and implement daily portfolio performance monitoring trackers/report for constant monitoring of key parameters on the bank delinquent portfolio. Primary focus shall be on;
  - a. Early detection of problems in the delinquent portfolio
  - b. Timely restructuring of accounts
  - c. Early alert on New NPA and updating the status on key NPAs as required on weekly basis.
  - d. Prepare monthly feedback Unit reports.
- Setting payment collection goals and targets for the department.
- Manage revenue and develop initiatives to control and reduce the amount of vendor payouts.
- Creating and implementing a strategy to improve the collection of outstanding credit.
- Track & control the delinquency of each area bucket and monitor outcomes.
- Ensure customer satisfaction by ensuring quick resolution and response of customer issues and queries within specified TAT.
- Represent the organization in front of legal/ statutory bodies as required by the legal team and ensure that the collection and recovery teams adhere to the legal guidelines provided by the law in force.
- Allocate work to the internal collectors and independent debt collectors and ensure that all the agencies in the location perform as per defined SLA.
- Management of repossession process of properties or properties about to be auctioned by the bank or through external parties.
- Ensure compliance with all Audit / Regulatory bodies as well as policies and SoPs of the company.
- Allocate duties based on work volumes to team members in order to achieve operational targets including prioritization and work schedules.



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- Implement productivity improvement measures by coaching staff on any new process, or on their areas of improvement.
- Review current processes and innovate new procedures that will improve collections and recoveries.
- Monitoring of restructured retail accounts to prevent deterioration and foster back flow.
- Monitor the existing Special Assets Management processes and systems to ensure effective workflows to business performance.

### 3. Risk and Compliance

- Ensure that External Debt Collectors (EDC) and Staff are well trained and adhere to SAM policy and SOP.
- Adhere to TAT on customer query resolution.
- Ensure that adequate risk controls are in place.
- Drive a culture of proactive compliance among team members.
- Determine the action plans for to effectively reduce and manage risk issues that are related to Internal/External or BoT findings.

### 4. Any other duties that may be assigned by the line manager or management.

### 3. QUALIFICATION AND EXPERIENCE REQUIRED:

- University degree preferably in Law, Accounting/Finance and Business Administration.
- Relevant professional qualification in banking, risk management, recovery, and law.
- At least 5 years work experience as a Recovery Manager handling Retail and SME.

Please send your application to:

[hrrecruit@eximbank.co.tz](mailto:hrrecruit@eximbank.co.tz)

NB: Only short-listed candidates will be contacted

Application deadline:- 20<sup>th</sup> December 2023



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WE ARE

HIRING

## Network Administrator

REPORTING TO:

Manager – Communication & Infrastructure.

DEPARTMENT:

Technology

REGION: Dar es Salaam

HOURS OF WORK

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



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## 1. PURPOSE OF JOB

The job of Network Administrator was established for the purpose of assisting in the development of bank goals and objectives; designing, implementing and administration bank's local and wide area network systems; providing technical support; training department staff; managing assigned projects, managing service providers and providing leadership in the areas of technology usage across the Exim Bank Group.

## 2. PRINCIPLE ACCOUNTABILITIES

### 2.1 PRINCIPAL RESPONSIBILITIES

- To support the Manager – Communication in ensuring the efficient and effective functioning and maintenance of the ICT network, including management of the Enterprise-wide network, maintenance of all network equipment in the bank and to ensure that the network is operating effectively.
- To ensure the efficient and effective functioning of the ICT network in coordination with the rest of the network team.
- Administers systems and servers related to district LAN and WAN (e.g Load Balancers, Anti- DDoS devices, Firewalls, Routers, Switches, NAC, DHCP Servers, and PBX systems).
- Participate in the Administration of all network related applications.
- Participate in the design of network infrastructure (physical and virtual) for the purpose of ensuring effective and efficient network systems.
- Perform periodical tests of the disaster recovery plan for all communication and network channels/services with results documented and reported accordingly.
- Provide support and strategic guidance on network and communication systems to all subsidiaries.
- Assists the manager in preparing written materials (e.g SOPs, system level documentation, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference, and /or conveying information.
- Recommend/Propose equipment supplies and materials for the purpose of acquiring required items and completing jobs efficiently.
- Research trends, products, equipment, tests, etc. for the purpose of recommending procedure and/or purchases.
- Assists in training department staff (primarily withing technology area) for the purpose of ensuring their ability to use new and/or technology and software for enabling ease of communication.
- Review vendor contracts and assist in negotiating with vendors for the purpose of providing the bank cost effective and reliable network and communication related services.
- Process vendor invoices in time, and follow-up to ensure timely payment.
- Execute network related change requests for interdepartmental and bank wide projects, and perform change monitoring.
- Proactively monitoring utilization of network and communication services to ensure compliance of all users and services, and assists Manager-Communication in providing periodic MIS reports.
- Conduct vendor review meetings.
- Perform Risk Control Self-Assessment tests and provide test results to Manager – Communication for review.
- Administer the PBX Systems (e.g Create, delete, and modify users; performance tuning; troubleshooting; and any other activity related to the VOIP service).
- May sometimes be required to assist in any other activity that may deem necessary for effective functioning of the department.



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## 2.2 INDEPENDENT DECISIONS

- Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the organization's services.

## 2.3 INTERACTION WITH OTHERS

Internal: Regular contact with IT staff, Corporate and Branch staff

External: Regular contact with external vendors, external auditors and regulatory authorities

## 3 SKILLS

- A graduate in IT, IS, Computer Science/Engineering or related field is desirable.
- Minimum three years working experience in network security operations.
- Minimum three years working directly with enterprise networks from both technical and security perspectives, primarily in a Fortinet, Sophos, Juniper and Cisco based network.
- A good knowledge of Cisco SD-WAN networks.
- A knowledge in Radware and Array networks will be an added advantage.
- Excellent problem-solving and organizational skills
- Demonstrable relationship/stakeholder management and negotiation skills

## 4 QUALITIES

- Strong knowledge of fundamental networking/distributed computing environment concepts including routing, switching, load balancing, VLANs and Firewalls
- Expertise in Cisco CCNP-Security
- Expertise in Fortinet Security Fabric
- Preferred Security professional certification Fortinet NSE4, CCNP-Security, ISO27001, CISSP; Other IT professional certifications such as ITIL will be an added advantage.
- Good understanding of IT controls and service standards such as ISO 27000, PCI DSS etc.
- Basic understanding of banking environment and banking systems.
- The ability to work quickly, under pressure and to meet deadlines
- A good understanding of the banking policies and regulatory requirements

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