



1. Customer Experience Executive - Morogoro Branch

Locations: Morogoro Branch - ABT

Time type: Full time

- Application deadline: **2024-04-10**
- Job requisition id: R-15963576

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Job Summary

Provide specialist advise and support for day-to-day work, in order to execute predefined objectives as per agreed standard operating procedures (SOPs). Selecting this role has a compensation & benefit impact in Kenya, Uganda, Botswana, Mozambique, TZ (BBT), TZ (NBC). Please contact Reward for details.

Job Description

Generate leads: Please contact your People Function business partner

Education

Further Education and Training Certificate (FETC): Business, Commerce and Management Studies (Required)

To Apply, [CLICK HERE](#)

2. Lead Generator - Morogoro

Locations: Morogoro Branch - ABT

Time type: Full time

Application Deadline **2024-04-10**

Job requisition id: R-15963577

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Job Description

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Education

Further Education and Training Certificate (FETC): Business, Commerce and Management Studies (Required)

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3. Charge Back Analyst

Locations: Absa House - ABT

Time type: Full time

Application Deadline **2024-04-11**

Job requisition id: R-15963619

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Job Summary

Purpose of the role:

- ♣ Analyzing Disputed card transactions (chargeback's) and making decisions based on the Schemes (visa, Amex \$ MasterCard etc.) rules and regulations as well as per schemes prescribed time scale.
- ♣ Ensuring minimal or nil bank exposure /losses due to delays or processing of disputed card transactions that's not in line with the Chargebacks rules and procedures.
- ♣ Processing Chargebacks, Pre-Arbitration, Arbitration, Pre-Compliance and Compliance cases against the bank and eliminating loss emanating from these cases.
- ♣ Initiating good faith, Pre-Arbitration, and arbitration cases in Favour of Absa Bank Tanzania Ltd.
- ♣ Work hand in hand with the team leader to identify risk and help in implementing controls in the investigating process of card transaction.
- ♣ Support Absa Africa Card business

Job Description

Main accountabilities and approximate time split

Processing UPI, MasterCard and Visa chargeback's 70%

- Receiving incoming chargeback's reports and ascertaining their correctness of the entries.
- Analysing received chargeback and making decisions that will transfer the disputed debit to the Issuer, Merchant, or our P& L.
- Checking out large amounts chargeback and giving them high priority.
- Diarizing & following up outstanding Chargebacks for action.
- Raising history sheet for all fresh chargeback and reviewing diarized, outstanding Chargebacks for action.
- Educate/familiarize yourself with the Visa, MasterCard & UPI Chargeback procedures, Absacard procedures & On-line operating systems for proper processing of chargebacks.
- Matching chargeback with retrieved documents and those from issuers.
- Raise Pre –Arbitration, Arbitration cases.
- Monitor and respond to incoming Arbitration, Pre-Arbitration and Pre-Compliances cases.
- Balancing & Monitoring Chargeback suspense accounts
- Close customer queries as per Absa policy
- Resolve card holder issues in a timely manner.
- Monitor and close cases on BOC.
- Continuously challenge the status quo for improved efficiency

Visa, UPI and MasterCard online 15%

- Logging into Visa, UPI and MasterCard online and download all incoming docs and print them- where necessary.
 - Scan all represented documents and upload them to the issuer.
 - Print all incoming Pre-Arbitration, Arbitration and Pre-Compliance cases
- Self-5%
- Agree performance development objective with the team leader.
 - Pursue self-development to increase personal effectiveness, acknowledging strengths and areas for development

Risk and Controls Objectives

- Develop a deep understanding of the process and risk within the Cards Business as a whole.
- Ensure that there is regular reading of current manuals and procedures from Visa, UPI and MasterCard to be able to deal with the duty.
- Proper processing of Chargebacks as per strict rules, regulations & timeframes.
- Regularly monitoring of the schemes operating systems (i.e. Visa online, MasterCard on-line etc.) for monitoring and controlling performance on downloading of issuer documents, submission of represented chargebacks, outstanding Arbitration and Pre-Arbitration cases.
- Ensure that all activities and duties are carried out in full compliance with regulatory requirements, Enterprise-Wide Risk Management Framework and internal Absa Policies and Policy Standards.
- Understand and manage risks and risk events (incidents) relevant to the role.

Technical skills / Competencies

Competencies:

Skills & Competencies

- People leadership – including strong communications, coaching and people development skills.
- Planning & Organizing
- Effective interpersonal skills (questioning and listening)
- Outstanding Customer Service
- Enthusiastic and customer focused attitude
- Adaptable to and able to lead change.
- Performance Management

Essential and preferred Experience

Essential

- Understand of Absa Africa Strategy, operating structure and interfaces with other function
- Good understanding of full range of Absa Africa service strategy
- Banking risk and compliance approaches
- Banking products, processes and services
- Customer service standards

- IT literate
Preferred
- Knowledge of card business
- Fast learner

Absa Values

Absa's Values and Behaviors represent the set of standards which governs the actions of all of us who work for the bank and against which the performance of every one of us in Absa are being assessed and rewarded:

- Trust
- Resourceful
- Inclusion
- Courage
- Stewardship

Education

Further Education and Training Certificate (FETC): Business, Commerce and Management Studies
(Required)

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

4. Customer Service Advisor - Intern (Dar City)

Locations: Dar City Mall Branch - ABT

Time type: Full time

Application Deadline **2024-04-09**

Job requisition id: R-15963627

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Job Summary

Dispense and receive cash and related instruments. Provide customer service to walk-in branch customers.

Job Description

40%

Cash counter service :

- Cashing of cheques and withdrawals.
- Supervising other tellers at the counter
- Process both cash and cheque deposits/credits
- Purchase and sale of foreign currencies
- Answer general customer enquiries at cash counter
- Balance cash in own till and assist other tellers for balancing in case of need
- Groom vouchers for onward processing at the central processing unit or back-office
- cross-selling of bank products and services
- Provide referral services to the customers on bank products
- Undertake Customer Service Advisor & enquiries duties as required in order to provide excellent customer service at the counter as a backup only.
- On occasion, own and manage customer queries and complaints by taking ownership and resolving in a timely manner.
- Back up ATM card printing.

30%

Cash management – strong room custodianship:

- Cash sorting and repatriation.
- Monitor cash levels held in the strong room throughout the day to ensure that both elements are within limits.
- Order branch cash from the cash provider or central bank in accordance with limits set by the country head office.
- Immediately escalate all cash issues directly to the Branch Operation Team Leader / Branch Operation Manager in accordance with current procedures.
- Ensure cash is packaged correctly by front-line Customer Service Advisors.
- Recommend re-order levels of cash to the Head custodian as per demand.
- Ensure All tellers and vault balance before branch is closed (Branch Cash Reconciliation)
- Basically work as co custodian
- Manage Tellers and Vault interaction.

20%

Cash management –ATM's:

- Restock the ATM cash supply.
- Sort cash for the ATM to ensure that it is clean cash e.g. straightening the notes etc. Repatriate any unusable cash to the cash supplier.

- Call the external maintenance company for mechanical failure and administration with minimum disruption to ATM uptime.
- Reconcile ATM cash daily. Independently per ATM
- Responsible for ATM uptime and repairing small faults before reporting to the ATM maintenance company. Also reports faults to the ATM manager on the day they occur.
- Visit all ATM's within the area on each non-working day to check whether the ATM is still operational and adequately stocked.
- Immediately escalate all required ATM issues directly to the Branch Operations Manager or Operations Team Leader

10%

Colleague:

- Provide cover for Branch custodian
- Provide honest, direct, and constructive feedback to other
- Share knowledge experience and best practice with team members

Risk and Controls Objectives

Ensure that all activities and duties are carried out in full compliance with regulatory requirements, Absa Operational Risk Framework and internal Absa Policies and Standards
Manage risk and control effectively by applying applicable risk frameworks and embedding a positive risk culture

- Understanding of own role in the end-to-end processes in which you play a part, including applicable risks and controls.
- Adhere to Absa's policies and procedures applicable to own role, demonstrating sound judgement and responsible risk management.
- Report all risk events / incidents / issues using the defined process for your business area and help to understand why these happened and how to prevent them in future. Proactively look for ways to improve the control environment by considering what could go wrong in the processes you operate and how errors could be prevented.
- Continuous and proactive engagement with regulatory bodies, unions where applicable
- All mandatory training completed to deadline

Technical skills / Competencies

Competencies:

- Strong numeracy skills
- Excellent attention to detail
- Leadership skills

Knowledge, Expertise and Experience

(Relating to specialist knowledge and expertise required to undertake the role. May include knowledge of the Bank's products, services, and policies)

Essential

- Detailed knowledge of the banks processes and rigour requirements related to cash
- Cash handling knowledge
- Systems knowledge

Preferred

Cash management and banks knowledge

Experience & qualification

Proven track record in dealing with physical cash

Preferred

- Graduate

TRAINING REQUIREMENTS SPECIFIC TO THE ROLE

Essential

- training
- Telephone skills
- PD team member training
- Discipline and Grievance
- Know Your Customer/Suspicious Transaction Monitoring/Anti-Money Laundering
- Fraud Prevention/Awareness
- Operational awareness
- ATM training

Preferred

- Customer Service
 - PC Skills including Keyboard skills
 - Product Training
 - General training on internal audit practice
- Key issues over the next 12 – 24 months
- Completing the Skills Workbook

Additional details

(of exceptional aspects of demands of the role)

- The role requires working on non-business days on a regular basis.

Absa Behaviour

(of particular importance to this role)

- Drive Performance
- Delight Customers

- Build Pride and Passion
 - Execute at Speed
 - Grow Talent and Capability
 - Protect and Enhance our Reputation
- Additional criteria qualities
- High level of personal integrity and honesty

Education

Further Education and Training Certificate (FETC): Business, Commerce and Management Studies
(Required)

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