



## 1. Relationship Manager; Commercial (1 Position(s))

Job Location : Head Office, Hq

### **Job Purpose:**

Responsible for driving sales of assets and liabilities for commercial businesses; as well as onboarding of potential customers.

### **Main Responsibilities:**

- Actively selling loans, deposit, and cross selling other banks products (forex, fund transfer, internet banking etc.) to commercial businesses.
- Onboarding and appraising big ticket size assets (TZS 3 billion and above) and provide recommendations for decision making
- Advise the Senior Manager; Commercial on all aspects related to developing the commercial business (asset & liabilities)
- Take a leading role in driving commercial sales, through positive customer relationships, networking and relevant promotions via the branch network.
- Offer support and build capacity of Relationship Officers through on-going mentoring and engagement to ensure quality credit applications and business growth.
- Monitor and review the commercial portfolio performance to ensure that targets are met.
- Review customer feedback, market intelligence, workshops/focus group reports and review product design and performance
- Co-ordinate budget objectives of the responsibility area on commercial products to ensure targets are achieved as per approved budget.
- Ensure customer satisfaction is achieved by providing accurate sales advice in line with customers' expectations.
- Prepare budget and projections for the commercial product segment.

### **Knowledge and Skills:**

- Strong credit analysis skills.
- Strong customer relationship and sound understanding of bank's loan products, policies, and procedures.
- Conversant with standard computer applications (Excel, Word and Access).
- Good communication skills with high proficiency in the use of (English and Kiswahili).
- Strong business management, leadership, coaching, and team building skills.

### **Qualifications and Experience:**

- Bachelor's degree in Finance, Accounting, Banking and or related fields.
- At least 4 years' experience in Relationship Management; handling customers under Business & Commercial Banking

- Experience in credit analysis and appraisal.

*Female candidates and people living with disabilities are strongly encouraged to apply for this position.*

NMB Bank Plc does not charge any fee in connection with the application or recruitment process. Should you receive a solicitation for the payment of a fee, please disregard it.

Only shortlisted candidates will be contacted.

Job opening date : 14-May-2024

Job closing date : 29-May-2024

To Apply, [CLICK HERE](#)

## **2. NOC Infrastructure Specialist - (Fixed Term - 2 Years) (2 Position(s))**

Job Location : Head Office, Hq

### **Job Purpose:**

24/7 Proactively monitor, conduct level 2 troubleshooting, and escalate all incidents and problems raised within Network operation center (NOC) which will or has the potential to degrade bank services, and ensure service delivery meets and exceeds business customers expectations by maintaining the value of the services.

### **Main Responsibilities:**

- To work with the Development team and understand the new products and systems and ensure the right support is provided throughout the transition period.
- Second level support for all DSS and onboarding services.
- To work with the Development team and understand the new products and systems and ensure the right support is provided throughout the transition period.
- Support and solve common and basic issues faced by customers such as solving minor knowledge issues, providing detailed support process information, and fulfilling user's requests that need IT involvement.
- Perform and coordinate root cause analysis of Incidents and share RCA/incident reports.
- Daily proactive monitoring, conducting first level troubleshooting, resolution and escalation of all issues pertaining to Data Centre & DR infrastructure, Core banking services, Core network, branch connectivity, ATM/POS, Self-service channels, power & cooling utilities at Head Office and branches.
- Manage all incidents and problems logged regarding self-service and channels ensuring SLA(s) and customer expectations are met.
- Prepare daily, weekly, and monthly performance statistics for the performance of services and data center infrastructure, status reports, and graphical aids for management.
- Automate and consolidate all manual morning health check reports.

- First level support for all self-service channels and services ensuring proper escalation to second level support.
- Automate and consolidate all manual morning health check reports.

Knowledge and Skills:

- Service management standards and baselines in Operating Systems, Network Virtual environments, Databases, and Middleware
- Good Knowledge on networks, applications, data center infrastructure, self-service channels, power, and cooling utilities monitoring and troubleshooting.
- Experience in developing with two of the following languages; C#/.Net, PHP, Java and Objective-C/Swift (added advantage)
- Experience with web application technologies including; CSS3, HTML 5 and JQuery/JavaScript
- Good interpersonal skills.
- Creative, innovative, aggressive and a team player.
- Flexibility to work on shift rotation basis
- Good observation and analytical skills.
- Familiarity with Agile development methodologies.
- Experience with varieties of databases and object-relational Mapping (ORM) frameworks.
- Knowledge of programming and shell scripting, e.g., Java, Python, Bash script
- Linux & terminal commands
- DevOps skills

Qualifications and Experience:

- Bachelor's degree in computer science or related academic field.
- Experience with the following tools GIT, NetBeans IDE/Eclipse, Visual Studio and Android Studio.
- Two years' experience in handling Monitoring Tools (Microfocus) in large corporate organizations.
- Two years' experience in systems and Network security technologies such as TCP/IP, Network devices (Switches, Routers and Firewalls) UNIX/Linux, Windows, Oracle & Microsoft Database.

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### 3. Head; Customer Experience (1 Position(s))

Job Location :

Head Office, Hq

Job Purpose:

Ensure strategic delivery of excellent customer experience to Retail customers in line with established customer journeys with a key focus on process adherence and subsequently embed customer centricity across the network.

Main Responsibilities:

#### **Business Focus**

- Develop and implement retail banking customer experience strategies in liaison with other stakeholders.
- Ensure correct information regarding bank's products and services is provided to customers, inquiries properly handled, and complaints resolved on time as per Financial Consumer Protection Regulation to protect bank's image and mitigate related risks to achieve bank's overall goals and objectives.
- Develop, manage, monitor, and evaluate service quality standards set across bank's network.
- Actively participate in retail products development, marketing, and awareness campaigns with customer centricity in mind.
- Identify processes that impede the delivery of customer service and develop action plans on how to improve.
- Establish and promote cordial relationships with customers, ensuring prompt attendance to their inquiries and resolving their complaints to achieve maximum customer satisfaction and build brand loyalty.
- Drive cross selling, upselling and after sales services through outbound and inbound calls at contact center.

#### **People Focus**

- Provide clear direction to team members on the strategic plan and key focus areas and ensure their understanding and buy-in, Benchmark productivity of the department against industry standards and create measures to improve productivity.
- Determine and analyse training and development needs for Customer Experience department and ensure that identified training is executed.
- Build and maintain a supportive organization climate of continuous guidance, trainings, coaching and up-skilling through on-the-job training to team members including branches.
- Manage performance through setting stretching targets, providing regular feedback and support mechanisms, evaluate performance and reward accordingly as a way of embedding service culture across the network.
- Ensure compliance with all bank's policies, procedures, guidelines, and regulations including grooming and appearance, as well as communication etiquette.
- Agree targets and take accountability for the overall achievements of performance objectives in the business area and the customer experience department in terms of employee satisfaction,

customer experience, and cost performance, return on investments, risk, and compliance and governance requirements.

- Act as a second level of escalation point for all grievances raised in the unit, work with subordinates in the team to achieve excellent business results through continuous people development and monitoring activities.
- Review performance against Balanced Scorecard components as prescribed by the executives, discuss gaps, and agree action plans to close the gaps.
- Establish and maintain a succession plan/training for the key roles in Customer Experience department, motivate employees in the department and ensure that their efforts are recognized.

### **Operational Focus**

- Plan and implement service improvement initiatives based on metrics, complaints, and Voice of Customers
- Support and administrate organizational service delivery operation activities and provide efficient communication channels to Chief Retail Banking across the network.
- Always ensure splendid customer services to customers in a friendly and courteous manner.
- Conduct periodical meetings and ensure report availability to the entire branch network and discuss possible improvements to customer service in all NMB service touch points.
- Keep Chief Retail Banking updated on customer service risks which might result in damage to the bank's reputation (image).
- Ensure that customers' confidential information is properly protected and only used for official purposes.
- Conduct periodical customer surveys on voice of customers (internal & external) for continuous improvement with other managers to discuss possible improvements in all NMB service touch points.
- Manage the day-to-day customer experience deliverables, including responsibility for service quality, managing risk, efficiency, people, and projects within the unit as well as becoming the highest point of contact / escalation for external clients for professional advice, enquiries, complaints, resolving of discrepancies and transactional errors.
- Ensure full compliance, provide oversight as well as monitor the implementation of various Consumer Protection requirements across business area/Unit.

### Knowledge and Skills:

- Retail banking products and operations
- Good understanding of Financial Consumer Protection Regulation
- Stakeholders Management; Project Management; Change Management skills
- Leadership and strategic thinking.
- Excellent communication skills.
- Excellent negotiation skills
- Strong interpersonal skills; Customer profiling
- Report writing skills
- Analytical & Problems solving skills

### Qualifications and Experience:

- Degree or equivalent in Banking, Finance, Business Administration, Marketing or Public Relations
- Masters' Degree in related field will be an added advantage
- A minimum of 10 years in Customer Experience with at least 5 years' experience in a senior leadership role

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