



Banker, Personal

Job Overview

Business Segment: Personal & Private Banking

Location: TZ, undefined, Dar es Salaam, undefined

Job Type: Full-time

Job ID: 80350547

Date Posted: 6/14/2024

Job Description

To operate as the first point of contact and provide an exceptional level of service to Personal Banking (PB) clients through a number of channels (Phone, e-mail & face to face) within the team, offering financial solutions to clients within defined parameters and governance processes.

Qualifications

Minimum Qualifications

Type of Qualification: Bachelor Degree in Business Administration, Commerce, Finance etc

Field of Study: Not applicable

Experience Required

Client Coverage

Personal and Private Banking

1-2 years

Ideally has experience in either a similar Banking/Financial role or has a strong level of customer service experience.

Additional Information

Behavioral Competencies:

- Adopting Practical Approaches
- Embracing Change
- Examining Information
- Following Procedures
- Generating Ideas
- Interacting with People
- Producing Output
- Seizing Opportunities
- Team Working
- Thinking Positively
- Understanding People
- Upholding Standards

Technical Competencies:

- Active Listening
- Contact Centre Customer Relationship Management
- Difficult Calls Management
- Query Resolution
- Telephone Caller Handling
- Verbal Communication

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