



1. Banker, Personal

Job Overview

Business Segment: Personal & Private Banking

Location: TZ, undefined, Mbeya, Mbeya

Job Type: Full-time

Job Ref ID: 80394373A-0001

Date Posted: 8/5/2024

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. Always operate with a mindset on client centricity and continuous improvement.

Qualifications

Minimum Qualifications

Type of Qualification: Bachelor Degree

Field of Study: Commerce, Banking, Accounting, Business Administration

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

To Apply, [CLICK HERE](#)

2. Custodian, Asset

Job Overview

Business Segment: Personal & Private Banking

Location: TZ, undefined, Dar es Salaam, undefined

Job Type: Full-time

Job Ref ID: 80376025A-0001

Date Posted: 8/5/2024

Job Description

Asset custodianship

- Custodian of treasury cash, reserve stocks of traveller's cheques and blank forms.
- Custodian of safe custody and securities.
- Custodian of receipts of duplicate keys
- Custodian of Automated Teller Machine (ATM) keys
- Custodian of Branch Stationery

Safe custody and securities

- Control and check the logging in of safe custody and security items.
- Effect revenue recoveries for safe custody items.
- Check safe custody receipts and terms and conditions acknowledgement.
- Ensure correct handling of bank chequebooks taken into reserve stock.
- Control the handing up of safe custody articles.
- Attend to all aspects regarding vault lockers according to laid-down procedures.
- Trace untracked Safe Custody items to customers

Cash

- Ensure that the correct procedures for handling and movement of cash assets in the branch are adhered to.
- Ensure that the correct security procedures are adhered to when cash is moved to agencies, Central Bank (BOT) and delivered to/collected from Bulk Cash.
- Order and arrange clearing of surplus cash.
- Receive notes and coins from tellers to be lodged into vault.
- Monitor cash trends and ensure cash holdings are within prescribed limits.
- Control seals for bags used for cash clearances and materials used for cash clearances.
- Assist with surprise checks of tellers.

Qualifications

Minimum Qualifications

Type of Qualification: Bachelor Degree

Field of Study: Business Administration, Commerce, Finance, Accounting and other similar

professions.

Experience Required

Main Market Clients

Personal and Private Banking

5-7 years

Experience in Branch Banking, policies and procedures and managing a team.

Additional Information

Behavioral Competencies:

- Articulating Information
- Checking Details
- Developing Expertise
- Following Procedures
- Interacting with People
- Interpreting Data
- Managing Tasks
- Meeting Timescales
- Providing Insights
- Taking Action
- Team Working
- Upholding Standards

Technical Competencies:

- Asset Management
- Asset Security
- Attitude of Customer Experience
- Banking Process & Procedures
- Customer Acceptance & Review (Consumer Banking)
- Product Knowledge (Consumer Banking)
- Risk Identification

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

3. Consultant, Customer Service

Job Overview

Business Segment: Personal & Private Banking

Location: TZ, undefined, Dar es Salaam, undefined

Job Type: Full-time

Job Ref ID: 80410820A-0001

Date Posted: 8/2/2024

Job Description

To ensure that customer service requests, complaints and queries, received are acknowledged, understood and efficiently resolved within specified timelines or escalated to the appropriate area

Qualifications

Minimum Qualifications

Type of Qualification: Bachelor Degree

Field of Study: Commerce, Accounting, Banking, Business Administration

Experience Required

Client Coverage

Personal and Private Banking

1-2 years

Branch banking and administrative experience, exposure to enquiries and query management.

Additional Information

Behavioral Competencies:

- Documenting Facts
- Embracing Change
- Following Procedures
- Interacting with People
- Interpreting Data
- Managing Tasks

- Meeting Timescales
- Producing Output
- Showing Composure
- Team Working
- Thinking Positively
- Upholding Standards

Technical Competencies:

- Banking Process & Procedures
- Client Servicing
- Customer Reception and Channeling
- Product Knowledge (Consumer Banking)

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