



VisionFund Tanzania Microfinance Bank Ltd (VFT MFB) formerly known as SEDA is a fast growing and reputable Micro Finance Bank (MFB). It has a loan book of TZs. 17 Billion and 30,000 customer base. More that 5,000 of them being small holder farmers.

VFT-MFB is seeking to employ a dynamic and committed Tanzanian young men & women who have passion for people's economic development to fill in the vacant positions detailed here below;

1. JOB TITLE: Customer Service Officer

Work Reference No. 002/22

Reporting to: Business Centre Manager (BCM)

Responsibility:

- Provides support to Business Centre Manager in day to day activities related to data entry/ in VFT MFB system
- Provide satisfactory customer service to VFT internal and external customers

Main tasks

- Attends customer inquiries
- Promotes/markets Savings
- Directs customers to respective officer or right channel
- Monitors/attends customers' ATM usage
- Register and solve customers' compliances
- Pass right information to customers
- Issues marketing tools such as fliers to customers
- Ensure accurate data entry
- Acknowledges bank correspondence
- Sends disbursement sheet to Central Processing Center,
- Post and receive the Business Centre Parcels
- Does photo copy and printings,
- Keeps the Business Center stationeries
- Keeps under safe custody all clients loan collaterals, files, documents and other valuable items
- Opens savings accounts
- Petty cash reimbursement disbursement as per policy Effect cash and cheque payment s as per authorized, approved or request voucher

- Ensure payment of services delivery agents, partners e.g. bills, contractors, labour wages if any
- Purchases of office items e.g. water, sugar, utensils etc

Education & Experience:

- Degree Holder in Accounting,
- Must have a clear understanding of data entry and technology
- Very good knowledge and comfort dealing with financial information
- Very good analytical & reporting skills
- Proficient in Microsoft office application
- Be a good leader
- Very good communication and marketing skills (both written and verbal)

General attributes:

- Able to develop strong VFT relationships and Clients Builds strong teams work
- Able to manage the multiple relationships of Staff and Central Processing Centre

2. JOB TITLE: FAST Project Manager

Work Reference No. QQ1/22

Reporting to: Chief Operations Officer (COO)

Responsibility;

Responsible for supporting Business Centres in scaling up the Savings Group Loan the FAST product. The scale up is focused on the loan and other products such as insurance and savings to the Savings Group.

Main tasks

- Developing roll out plan which includes, location, staffing plan, required budget and projections
- Train WV staff, including HQ and AP on the product
- Train VFT branch staff on the product and procedures
- Monitor Field Officers and Business Centre Managers' performance on a regular basis
- Liaise with IT to set up necessary channels including the functioning of ODK/LMMS and mobile money where possible
- Oversee implement the recruitment hiring onboarding of Field Officers together with People and Culture
- Continuously coach and train Field Officers
- Continuously train Business Centre Managers for effective monitoring
- Implementing technical improvements with ODK as they emerge with cooperation of \ FI IT team

- Monitor loan performance
- Ensure proper reporting of FAST loans in core banking system and Bankbi
- Oversight of other financial products such as insurance and savings for Saving Groups.
- Support Business Centres in building a pipeline of potential Savings Groups.
- Coordinate and support impact surveys as needed.

Education;

- Bachelor degree in any of the following fields;

Community Development, Rural Development, Social Science Economics Or other related fields

Experience:

- Experience of at least 5 years in working direct with Saving Groups, 2 of which must be at the Managerial Supervisory position.

General attributes;

- Must be fluent in English
- Flexible to travel up country and in rural areas
- Knowledgeable of Microsoft Power point, Excel and word
- Must have proven leadership ability

About our working environment &. remuneration.

VisionFund Tanzania Microfinance Bank has a calm and harmonious working environment where staffs are highly valued. Good work is recognized and rewarded accordingly and there is an opportunity to grow professionally and spiritually.

APPLICATION INSTRUCTIONS

Interested and suitably qualified individuals should;

Forward their application letter, attaching certified copies of their academic and professional certificates; detailed CV's with three referees to

vftHRstaff@vftz.co.tz

OR:

Physically send their applications through the postal address below:

VisionFund Tanzania Microfinance Bank Limited,

AICC Building, Serengeti Wing. 5

P.O. Box 1546,

Arusha, TANZANIA.

All applications should be addressed to;

The Chief Executive Officer,

VisionFund Tanzania Microfinance Bank Limited

P.O. Box 1546,

Arusha. TANZANIA.

The position should be the subject of the email application.

The deadline for the application is on **17th January, 2022.**

N.B. Only short-listed candidates will be contacted.

Disclaimer

VisionFund Tanzania Microfinance Bank would like to inform the general public that it has not engaged any consultant/agent to conduct recruitment on its behalf.