



Job Title: Relationship Manager

Branch: Exim Tower

Reporting to: Senior Branch Manager

Responsible for: Maintaining Customers Profile

Region: Dar es Salaam

Hours of Work: 8am - 5:30pm Monday to Friday.
8am - 1pm Saturdays.
Or different hours as per individual branches working hours.

PURPOSE OF JOB:

The purpose of this role is to build the Business, Deepen Relationships and Managing Key and Potential Customers from sales of Liabilities, Assets, Acquisitions, Cash Management, Credit Card and Retail Products to maximize revenue by achieving sales targets.

PRINCIPLE ACCOUNTABILITIES:

1. RESPONSIBILITIES

1. Building relationship with a portfolio of customers assigned to become a first point of contact for their banking needs.
2. Grow the CASA/FD and asset book of the existing client portfolio as per the target given.
3. To meet the fee income goal through the existing clients portfolio.
4. Make sales to NTB customers, promote liability and asset products to achieve designated sales targets.
5. To provide a personalized and committed banking services to the customers in the portfolio, such as reviews on customers' accounts and giving each customer the opportunity to make informed choices on their everyday banking.
6. Identification of cross-selling opportunities in the customer portfolio assigned.
7. Developing and maintaining a sales/queries management data base which can be used for review purposes, analysis of branch performance and reflection for improvement
8. Working with branch managers to anticipate key issues, identifying useful opportunities and offering professional expertise/solutions to all stake holders.
9. Use referral from existing clients in the portfolio to open new client accounts
10. Have a good understanding of all products/services offered by EXIM to be able to serve the client better
11. Prepare Position reports to the Branch Manager

QUALIFICATION AND EXPERIENCE REQUIRED

- University degree in Business Administration or Economics and relevant professional qualifications in banking, finance or marketing
- Minimum of two years relevant working experience in a similar position
- Computer literacy and knowledge of new evolving technology systems

SKILLS REQUIRED

- Ability to assess customer needs and develop products that suits their needs
- Self-confident, ambitious, willing to take challenges
- High energy level and aggressive
- Background in Retail, SME/Commercial banking environment of which minimum 2 years should be of managing SME/Commercial clients relationships
- Strong credit appraisal and marketing skills, with the ability to interpret complex financial information
- Self motivated, fast learning with a proven ability to work independently under pressure and high efficiency
- Experience in structured trade finance, syndication and project financing will be an added advantage
- Posses in depth understanding and knowledge of retail banking Products viz (liabilities, Assets, acquisitions, cash management, credit cards, sales products etc)
- Proven sales experience in a client relationship role within retail banking

Please send your application to hrrecruit@eximbank.co.tz

Application deadline:- **18th July 2022**



Call 0800 780 111 or visit www.eximbank.co.tz

