



## 1. JOB TITLE : Graduate Trainee

**Deadline: 2022-11-30 00:00:00**

**Reference Number: Dar es Salaam Units**

### **Job Summary:**

The incumbent will be contact person to customers on banking solutions. Responsible for advising bank customers on financial related issues. He/she will handle customers in a professional manner.

### **Key Responsibilities:**

- Always provide splendid customer services to customers in a friendly and courteous manner
- Have sufficient knowledge about the banking products and services
- Respond to all Customer inquiries in accordance to the Bank's Policies and Procedures
- Ensure that all the bank's policies and procedures, code of conduct and regulatory guidelines are strictly complied with in the process of discharging duties.

### **Daily Responsibilities:**

- Advise customers on financial related issues.
- Ensure that records are correctly captured.
- Perform any other related duties as may be assigned by the Supervisor from time to time.

### **Requirements:**

- C in Mathematics and English for O'level and A 'level
- Bachelor's degree from any recognized institution

- Professional Qualifications is an added advantage.
- Master's Degree in Business studies is an added advantage.

## [APPLY HERE](#)

### 2. JOB TITLE: Reconciliation Officer

**Deadline: 2022-11-27 00:00:00**

**Reference Number: IRC14230**

#### **Job Summary:**

- Daily reconciliation of assigned accounts.
- Follow-up on outstanding items with the concerned units for timely resolution and ensure that suspense accounts are in line with the bank's policy of reconciliation.

#### **JOB DETAILS;**

##### **Key Responsibilities:**

- Fraud prevention through timely and accurate reports and reconciliation.
- Reconciliation of all assigned suspense accounts.
- Follow-up on outstanding transactions for immediate resolution.
- Investigation on any unusual customer transactions.
- Escalation on any unusual transactions or anomaly as and when detected.
- Attend to customer queries.
- Preparing monthly suspense accounts returns for financial reporting purposes.

##### **Daily Responsibilities:**

- Reconciling suspense accounts.
- Investigating and recommending reversals and recovery of funds relating to outstanding transactions.
- Providing feedback to customer enquiries.
- Responsible for follow-up on outstanding items for timely resolution.

##### **Requirements:**

- Bachelor's degree in Banking, Finance, Accounts and Risk
- CPA will be a value-added advantage.
- Masters will be value-added advantage
- 0-2 years of experience in Banking Operations

## [APPLY HERE](#)

### 3. JOB TITLE: Credit Administration Officer - Reporting and Reconciliation

#### **Job Summary:**

Ensure all Management and Statutory credit reports are prepared and submitted for review within stipulated turn-around times including submission of data to the BOT Credit Reference Data Bank, submission of portfolio reports to management and board credit committee and monthly submission of the credit portfolio report to group.

Reconciliation – Ensure all credit income and suspense accounts are fully reconciled

#### **JOB DETAILS:**

##### **Key Responsibilities:**

- Preparation and submission of complete data to the BOT Credit Reference Data Bank by the 10<sup>th</sup> of each month.
- Preparation of monthly portfolio review reports for management and quarterly portfolio reports for the board credit committee.
- Preparation of the Credit Monthly Portfolio Report for presentation to the group credit office by the 8<sup>th</sup> of each month.
- To follow up with branches on missing client data and ensure data integrity.
- Preparation of the bank's Credit Reports to BOT.
- Preparation of loan in arrears and irregular overdraft reports and assist in updating and filing details received from the branches on the irregular accounts.
- Preparation of ad-hoc credit report as and when required by the Bank.
- Reconciliation of all credit income and suspense accounts including the insurance premium account, liquidation accounts.

**Daily Responsibilities:**

- Daily Disbursement reports
- Preparation of Pre and Post approval CQ TAT reports
- Preparation of Overdrawn (Excess) accounts' reports
- Preparation of Fees report
- Preparation of Loan arrears report
- To follow up with branches on missing client data and ensure data integrity.
- Preparation of ad-hoc credit report as and when required by the Bank.
- Reconciliation of all credit income and suspense accounts including the insurance premium account, liquidation accounts.

**Requirements:**

- Minimum 5 year of experience
- Bachelor's Degree in Banking and Finance, Statistics, BCOM

**Professional qualifications in:**

- CPB

**[APPLY HERE](#)**

#### 4. Manager Digital Financial Services - Mwanza

**Deadline: 2022-12-01 00:00:00**

**Reference Number: IRC14170**

**Job Summary:**

Drive the digital channels business in lake zone by establishing new business portfolio, relationship management and retention of KCB customers on digital channels.

**Job Details****KEY RESPONSIBILITIES:**

- Responsible for retention of existing and recruitment of new customers (30% retention / 70% recruitment).

- Recruitment of profitable new business and establish, manage, and develop long term, profitable relationships, ensuring the provision of first-class customer service and maximizing business opportunities to achieve key objectives and goals.
- Manager digital financial services will take on the role and responsibilities of a Team Leader as well as carrying out normal DFS Activities and targets.
- Identification of business opportunities and introduction of leads to the business team.
- Manage daily attendance levels within the team in compliance with relevant HR policies, including management and approval of leave within the team.
- Act as an enabler to digital financial services team, branch staff especially Relationship officers under supervision by providing them with tools and information to optimize sales.
- Monitor sales performance on a daily, weekly, and monthly basis and provide results to Head of digital financial services.
- Acts as an escalation point for queries that could not be resolved by the team.
- Support handling of customer feedback and follow up to closure all disputes arising from DFS products.
- Any other activity assigned by the line manager.

#### **MINIMUM POSITION QUALIFICATION AND REQUIREMENTS:**

- Bachelor in Business Administration, Economics /Finance or equivalent
- Professional Qualification CPA / CPB
- Master's Degree in Business Administration is an Added Advantage
- A minimum of 4 years' experience

**[APPLY HERE](#)**

## 5. Reconciliation Supervisor

**Deadline: 2022-11-25 00:00:00**

**Reference Number: IRC14080**

#### **Job Summary:**

- Ensure all outstanding items are accurately reconciled, all initial investigations and subsequent follow-ups are done promptly.
- Ensure all items outstanding beyond the required time (days) are reduced to nil.
- To undertake periodic self-assessment on key controls to assess the proper functioning and adequacy of existing controls.

## **JOB DETAILS;**

### **Key Responsibilities:**

- Reconciliation of the Intercompany Accounts across the Subsidiaries.
- Reconcile Tanzania Nostros and Central bank accounts.
- Ensure balances in both ledger and Nostro/ Intercompany accounts are correct.
- Modify all unreconciled items; append them to respective business units and branches using references. Send the modified items to the business units and branches.
- Follow-up via e-mail, swift chasers, and telephone to ensure that the respective Subsidiaries/ business units/ branches uplift their outstanding items.
- Apply for write-off or absorption of long outstanding items which cannot be resolved.
- Ensure compliance with key control standards as per group requirement.

### **Daily Responsibilities:**

- Ensure all the statements are complete and correct.
- Follow up on missing statements.
- Reconcile all matching entries in the accounts with entries in ledger statements.
- Follow up on outstanding and or unresolved items with branches, Head Office Units, subsidiaries, and corresponding Banks.
- Responding to queries from other branches, Head Office Units, subsidiaries and corresponding banks.
- Follow up on item without cover; liaise with branches, Head Office Units, subsidiaries, and corresponding Banks to reverse any erroneous entries.

### **Requirements:**

- Bachelor's degree in Banking, Finance, Accounts and Risk
- CPA will be a value-added advantage.
- Masters will be value-added advantage
- 2-3 years of experience in Banking Operations

**[APPLY HERE](#)**

## 6. JOB TITLE: Transaction Banking & Innovation Manager

**Deadline: 2022-12-01 00:00:00**

**Reference Number: IRC14164**

### **Job Summary:**

Reporting to the Head of Digital Financial Services, KCB Bank Tanzania, the role is responsible for bespoke digital products and business development of digital financial services (online banking, mobile banking, payments, digital loans, and savings, online account opening etc.) hand in hand with driving the bank's innovation agenda to increase revenue, functionality, usage, and retention.

### **Job Details**

#### **KEY RESPONSIBILITIES:**

- Develop product strategy vision and roadmaps, and developing short, medium, and long-term features to achieve the vision.
- Be a key enabler of the bank's digital strategy, product vision and roadmap from partner teams through collaboration, documentation, and negotiation that effectively influences peers and senior management.
- Drive product penetration and usage of internet, mobile and agency banking solutions.
- Drive deposits, collections, payments, credits, and transfers on digital channels.
- Execute product implementation between Business; Operations, Technology & all third parties.
- Ensure achievement of set KPIs on all digital lending products.
- Work with head of DFS to drive product launches including working with corporate affairs division, marketing and public relations teams, Direct Sales executives, and other program management team members.
- Support Project lead on digital financial services products in an efficient and effective program implementation.
- Develop work plans for new and improved capabilities, together with internal and external partners and maintain service levels agreements with relevant functions and third parties.
- Motivate, coach, mentor and develop a high performing team

#### **MINIMUM POSITION QUALIFICATION AND REQUIREMENTS:**

- Bachelor in Computer Science, Business Administration, Economics /Finance or equivalent
- Professional Qualification Product Management, Project Management, Agile Practices
- Master's Degree in Business Administration is an Added Advantage

- A minimum of 6 years' experience

**APPLY HERE**