



Job Title: Digital Champion- 230 Positions (6 months)

Reporting Line- Team Leader; Sales and Support

Locations: All CRDB Bank Plc branches, countrywide (refer to the list below)

Job Summary.

The purpose of this role is to support Simbanking product registration at different CRDB Bank Plc branches to ensure the growth of Simbanking in terms of customer base, income, quality service and user experience satisfaction.

Key responsibilities:

- Ensure all accounts opened on a daily basis are full with the Simbanking platform.
- Create awareness of Simbanking product and their service offering.
- Increase the number of Simbanking users by onboarding new customers every working day.
- Review branch accounts and push to ensure all non-registered are fully registered with Simbanking.
- Review branch existing Simbanking partially registered and support to ensure all are fully registered with Simbanking.
- Activation of inactive customers that are currently registered with Simbanking but are not using the channel.
- Migrating Over The counter (OTC) transactions and other Branch transactions to the Simbanking channel.
- Collect feedback from customers and forward the same to the Line Manager.
- To conduct sales and awareness activities that will impact customers' knowledge of Simbanking in terms of capabilities, offerings, and its benefits.
- To conduct activation training for internal staff, customers and events that will be sponsored by the bank.
- Be customer-centric in all products and services.
- Highlight customer pain points and resolve them timely.
- Prepare various reports for management approval.
- Carry out other related duties as assigned by the Line Manager.

Experience, Knowledge, and Skills Requirements

- Diploma or Certificate in Business studies, IT or any other equivalent and relevant qualification from an accredited institution. (Only Diploma and Certificate holders will be considered).
- Sales skills are essential for this role.
- Analytical, problem solving and decision-making skills.
- Demonstrator of high integrity and trust.
- Good understanding of Retail Banking products.
- Computer literate and good IT skills.
- Digitally savvy (works well with mobile devices, i.e smartphones, iPads and tablets.)

P.S.- Please specify the region and district flexible to work in your application letter; failure to do that will be an automatic disqualification.

Job Locations		
ZONE	REGION	DISTRICT
Central Zone	Dodoma	Dodoma City
	Dodoma	Chamwino
	Morogoro	Gairo
	Morogoro	Kilombero
	Iringa	Iringa Urban
	Morogoro	Kilosa
	Morogoro	Morogoro Urban
	Dodoma	Kondoa
	Iringa	Mufindi
	Singida	Manyoni
	Morogoro	Mvomero
	Dodoma	Mpwapwa
	Singida	Singida Urban
	Morogoro	Ulanga
	Njombe	Njombe Rural
Eastern Zone	Coast	Bagamoyo

	Coast	Rufiji
	Coast	Kibaha
	Zanzibar	Mjini Magharibi
	Coast	Mkuranga
	Kusini Pemba	ChakeChake
	Dar es Salaam	Dar es Salaam
	Zanzibar	Pemba
Highland Zone	Mbeya	Chunya
	Njombe	Makete
	Mbeya	Kyela
	Njombe	Ludewa
	Njombe	Makambako
	Mbeya	Mbeya City
	Mbeya	Mbarali
	Songwe	Mbozi
	Rukwa	Nkasi
	Katavi	Mpanda
	Njombe	Njombe
	Mbeya	Rungwe
	Songwe	Songwe
	Rukwa	Sumbawanga
	Songwe	Tunduma
Lake Zone	Simiyu	Bariadi
	Kagera	Biharamulo
	Mwanza	Nyamagana
	Kagera	Bukoba Urban
	Mara	Bunda

	Mwanza	Ilemela
	Kagera	Karagwe
	Mwanza	Kwimba
	Kagera	Kyerwa
	Mwanza	Magu
	Simiyu	Maswa
	Mwanza	Misungwi
	Simiyu	Meatu
	Kagera	Misenyi
	Kagera	Muleba
	Mara	Musoma
	Mwanza	Ukerewe
	Kagera	Ngara
	Mara	Tarime
	Mara	Rorya
	Mara	Serengeti
Northern Zone	Arusha	Arusha City
	Manyara	Babati Urban
	Manyara	Mbulu
	Kilimanjaro	Hai
	Tanga	Handeni
	Manyara	Karatu
	Manyara	Hanang
	Kilimanjaro	Moshi Urban
	Manyara	Kiteto
	Tanga	Korogwe
	Tanga	Lushoto

	Kilimanjaro	Moshi Rural
	Manyara	Simanjiro
	Arusha	Monduli
	Tanga	Muheza
	Kilimanjaro	Mwanga
	Tanga	Tanga City
	Arusha	Ngaramtoni
	Kilimanjaro	Rombo
	Kilimanjaro	Same
	Arusha	Arumeru
	Kilimanjaro	Moshi
Southern Zone	Lindi	Lindi Urban
	Mtwara	Masasi
	Ruvuma	Mbinga
	Mtwara	Newala
	Lindi	Kilwa
	Lindi	Liwale
	Mtwara	Mtwara Urban
	Lindi	Nachingwea
	Ruvuma	Namtumbo
	Mtwara	Nanyamba
	Ruvuma	Nyasa
	Lindi	Ruangwa
	Ruvuma	Songea
	Mtwara	Tandahimba
	Ruvuma	Tunduru
Western Zone	Shinyanga	Bukombe

Geita	Chato
Geita	Geita
Shinyanga	Kahama Urban
Shinyanga	Kahama Rural
Kigoma	Kakonko
Kigoma	Kasulu
Kigoma	Kibondo
Kigoma	Kigoma Urban
Shinyanga	Maganzo
Geita	Mbogwe
Tabora	Kaliua
Tabora	Igunga
Kigoma	Uvinza
Geita	Nyang'hwale
Tabora	Nzega
Mwanza	Sengerema
Shinyanga	Shinyanga Urban
Tabora	Tabora Rural
Tabora	Tabora Urban
Shinyanga	Shinyanga Rural
Tabora	Urambo

APPLY HERE