



1. JOB TITLE: Service, Quality and Compliance Assurance Manager - Buguruni Branch

JOB SUMMARY:

The manager, service quality and compliance will provide leadership in the branch to achieve world class service, coordinate risk & compliance management activities through adherence to policies and procedures.

He/She will be responsible for effective and efficient management and coordination of the Bank's Resources, Operations Processes in order to deliver excellent Customer Service while mitigating operational risks.

KEY RESPONSIBILITIES:

- Effective and efficient management of Bank resources
- Coordination of operations processes
- Mitigating against operational risks

DAILY RESPONSIBILITIES:

Service Quality

- To offer customer satisfaction through operational effectiveness, efficiencies and customer complaints resolution.
- To ensure adequate resourcing of front office positions for cash and non cash tellers including the ATMs.
- Ensure proper cash management within the branch and maintain sufficient cash reserves for daily transactions.

- Proactively coordinate the education, coaching, training and support in the branch team to ensure all staff are technically developed and trained in all aspects of Branch operations, and compliance in order to deliver efficient service delivery.
- Ensure Business continuity and optimal resource allocation/utilization.
- Consulting within the branch to provide feedback and opinions with regard to new projects/processes/initiatives based on various requirements by specific areas.

Compliance

- Coordinate and provide support to branch to ensure risks are proactively managed through the embedded process of proactively identifying, assessing, mitigating, and controlling, monitoring, measuring and reporting all events that have risk exposure potential.
- Preparing reports to the chain of command and Group Risk function all risks identified to facilitate prudent risk mitigation strategies.
- Ensure branch registres &KRI's are kept up to date, and event/loss incidents are maintained
- Maintain focus on ethical conduct in the branch at all times in order to safeguard and enhance the bank's reputation for probity, transparency and accountability.
- Coordinate compliance with anti-money laundering policies and procedures as guided by the Operations Manual and the AML/KYC manuals.
- Together with the Retail Region Teams & Branch Management ensure effective resolution of Audit issues.
- Periodically conduct self assessment to ensure continuous adherence to policies and procedures
- Ensure adherence to policies, processes, procedures as per documented operating standards (e.g. SOP'S) In order to enhance internal controls in order to reduce frauds and forgeries

REQUIREMENTS:

- Bachelor Degree from any recognized institution
- Professional Qualifications (CPB, CPA, ACCA) is Essential
- Master's Degree in Business studies is an added advantage
- Minimum five years of experience in Banking

APPLY THROUGH THE LINK BELOW:

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2. JOB TITLE: Cash Officer - Stone Town Branch, Zanzibar

JOB SUMMARY:

Develop new and grow business banking propositions for small and medium enterprises.

KEY RESPONSIBILITIES:

- Manage counter services to ensure efficient service is delivered to customers.
- Manage ATMs to ensure that they are operational at all times and replenished with new/serviceable notes.
- Maintain custodian cash in the branch and the strong rooms
- To ensure that cash holding limits are maintained both in reserve and with the cashier's tills.
- To authorize cash payments and withdrawals above the Section Heads'/cashiers' limits.
- To monitor and provide adequate currency notes to cashiers for counter service.
- To ensure that cash held is adequately insured at all times.
- Control and supervise the confirmation and sealing of cash deposited by cashiers into reserve.
- Control and maintain reserve cash within approved limits for the branch.
- Collect or receive excess foreign currency from cashiers for lodgement.
- Supervise confirmation and packing of foreign currency for repatriation.
- Respond to cash related customers' correspondence.
- Ensure that customers' cash requisitions are prepared promptly.

- Ensure that customers' cash vouchers together with relevant cash summaries are ticked for validation purposes.
- Take stock of cash in the safe and ensure that soiled notes and excess local or foreign currency in reserve are repatriated.
- Make follow up on any cash related suspense entries.
- Lodge cash in the strong room whenever necessary.

DAILY RESPONSIBILITIES:

- Reserve cash register.
- Foreign currency register
- Cross entries.
- Lodge cashiers tills in the safe at end of day.
- Ensure that cashiers balance their cash against cash analysis reports on daily basis
- Ensure preparation of the overall cash summary on daily basis.

REQUIREMENTS:

- Bachelor Degree from any recognized institution
- Professional Qualifications (CPB, CPA, ACCA) is Essential
- Master's Degree in Business studies is an added advantage
- Minimum four years of experience in Banking

APPLY THROUGH THE LINK BELOW:

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3. JOB TITLE: Business Banker - Mwanza Branch

JOB SUMMARY:

Develop new and grow business banking propositions for small and medium enterprises.

KEY RESPONSIBILITIES:

- Increased business propositions that include deposits, asset to small and medium enterprises
- Growth and maintenance of the current business banking portfolio
- Reinforce Branch Sales Strategy.
- Improve Customer satisfaction and Customer Retention
- Achieve budgeted business for Business Banking within the Branch

DAILY RESPONSIBILITIES:

- Appraise customer proposals and make recommendations
- Build customer relationships through call visits
- Prepare customer profiles for cross selling opportunities

REQUIREMENTS:

- Bachelor Degree from any recognized institution
- Professional Qualifications (CPB, CPA, ACCA) is Essential
- Master's Degree in Business studies is an added advantage
- Minimum five years of experience in Banking with at least two years in Sales/Sales Manager

APPLY THROUGH THE LINK BELOW:

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Deadline: 2023-01-17 00:00:00