



1. JOB TITLE: Direct Sales Officer (Fixed Term - 1 year) (250 Position(s))

Job Purpose:

Drive retail sales objective of the bank through day-to-day customer visits and selling bank products and services to new and existing customers, while deepening existing customer relationships and maintain operational excellence within the appropriate service standards.

Tenure 1 year (Renewable subject to performance)

Location Central Zone, Highland Zone, Lake Zone, Northern Zone, Southern Zone, Western Zone & Dar es Salaam Zone

Main Responsibilities

- Acquire new bank customers by appointment, referral solicitation or door to door canvas in the assigned territory
- Open bank accounts to new customers and collect account opening fees for onward delivery to the branch
- Register customer to NMB mkononi and educate on the usage of our self-service channels
- Ensure all account opened meet the required KYC standards as per the bank's processes and procedures
- Meet or exceed weekly, monthly or yearly sales quotas
- Generate leads, upsell and cross-sell bank products and services from the customers
- Participate in campaigns, special projects & events to sell bank products and services
- Identify repeat businesses and create relationship by regular selling of bank products & services
- Assist management in identifying viable marketing and pricing strategies
- Safe keeping of working tools and marketing materials
- Continuous upgrade and improve sales presentation (avoid miss-selling) and knowledge of products, services and bank tariffs

- Perform any other relevant duties as assigned

Knowledge and Skills

- Direct sales knowledge
- Knowledge of bank products and services
- Ability to handle and build customer relationships
- Ability to sell outside the banking halls with daily exposure to outside environment, including inclement weather
- Flexible to work within non-standard business hours
- Excellent detail orientation and follow through skills
- Sound consultative selling skills
- Exceptional customer service skills
- Communication and Presentation skills
- Standard Computer skills word and excel

Qualifications and Experience

- Holder of a Bachelor's degree or Diploma or equivalent
- Fresh Graduates from college/university are highly encouraged to apply.

If you are interested in taking up this exciting opportunity, please register and apply by attaching the below documents

i)Your current CV.

ii)Your application letter specifying your zone of preference.

Please note that the deadline for receiving applications will be **2nd February 2023**. All applications must be done through this portal.

NMB Bank Plc is committed to creating a diverse environment and is proud to be an equal opportunity employer.

"NMB Bank Plc does not charge any fee in connection with the application or recruitment process. Should you receive a solicitation for the payment of a fee, please disregard it".

Job opening date : 25-Jan-2023

Job closing date : 02-Feb-2023

2. JOB TITLE: Applicationtor CBS(Fixed Term - 2years) (1 Position(s))

Job Location :

Head Office, Hq

Job Purpose:

Support Core Banking Systems and be responsible for maintenance of Level 2 support of back-end Core Banking Application systems.

Support End Of day (EOD) operators and coordinating Level 3 support issues of all back-end Core Banking Application systems with offshore support teams for proactive and active support.

Main Responsibilities:

- Support Core banking applications and work at application layer. These systems include Flexcube, cheque clearing, SWIFT, TISS, Opics, etc.
- Responsible for Level 2 issues related to all core applications except the in-house developed applications which will be supported by the developers reporting under Solutions/Products Design & Architect department.
- Responsible for support of EOD/EOM batches.
- Responsible for UAT on testing of Applications changes.
- Support of day-by-day operations & performance of Core Banking System (CBS)
- Manage efficient & effective running of End of Cycle (EOC) operations (EOD, EOM, EOY) to ensure CBS is available to users well on time.
- Service Desk's 2nd level technical support for CBS queries & incidents (Live, Data ware Housing, UAT, Report)
- Escalation to 3rd level support (OFSS – Onsite & i-Support)
- Follow-up and feedback on incidents escalated to OFSS.
- Participate in weekly (Friday) tele-conference meetings with OFSS i-Support for status update.
- Customer Call Centre's 2nd level customer support for Core Banking system related queries & incidents
- Log to the Service Desk all CBS and EOC incidents encountered in the section
- Provide updates to the Senior Manager.
- Submit monthly report to the Senior Manager.
- Attend weekly meetings with section staff to resolve issue and implement continual improvement actions
- Working closely with vendor's Level 3 support team for all back-end Core Banking Application systems (e.g. OFSS resources and internal Consultants if any).
- Resolve Incidents in Service Manager escalated from Level 1-Service Desk.
- Analyse escalated incidents from level 1 before escalating the same to higher levels (OFSS and internal Consultants).
- Participates in testing of all patches/Incidents fixes provided by System Vendor.
- Perform the MOCK Run for End of months and end of year Simulation and provide reports.
- Support project of Core Banking Upgrade/Replacement.

Knowledge and Skills:

- Detailed understanding of the core application products setup
- ICT systems support knowledge and experience.
- Multi skilled in all areas of Technology Flexcube, SWIFT, TACH, Opics, network, desktop supports, etc.

- Be a team player that motivates and educates other team members.
- ICT Service Management skills
- Excellent communication skills with internal customers as well as with higher level support teams

Qualifications and Experience:

- Bachelor's degree or its equivalent in Computer Science or related disciplines from a recognized institution.
- A minimum of 2 years' experience in ICT service
- ICT Service Management ITILv3 certification is an added advantage.

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Job opening date : 24-Jan-2023

Job closing date : 07-Feb-2023

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