



1. JOB TITLE: DRIVER (3)

Dar es Salaam , Arusha , Zanzibar

Overview

NATURE AND SCOPE:

The job holder reports to the Head of Human Resource and Administration.

KEY RESPONSIBILITIES:

- Drive the bank's vehicles as assigned.
- Maintain vehicles in good order.
- Dispatch official correspondences.
- Maintain good working relationships with colleagues in other departments and units as well as external stakeholders.
- Undertake any other duties as assigned by the supervisor.

COMPETENCIES:

- Computer literacy.
- Customer needs-oriented.
- Team worker.
- Excellent time management skills.
- Interpersonal, communication

QUALIFICATION, KNOWLEDGE, EXPERIENCE

- Form IV and Class C driving license. Trade Test or Mechanics Certificate from a recognized institution.
- Valid driver's license and clean driving record.

- Experience and understanding of government partners through the local governments.

MINIMUM EXPERIENCE:

- Two (2) years of safe driving experience is required.
- Possession of executive driving experience will be an added advantage.

MODE OF APPLICATION AND CLOSING DATE:

Job applicants are required to apply for these employment opportunities through the TADB career portal: <https://www.tadb.co.tz/careers/> or send their application through the email: careers@tadb.co.tz

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2. An up-to-date Curriculum Vitae.
3. Contacts stating name in full, physical address, telephone numbers, and e-mail addresses of the candidate.
4. Certified copies of relevant certificates.
5. Names and full contacts of three (3) referees.
6. A strong portfolio of Creative Design work (applies for Public Relations and Marketing applicants only)

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2. JOB TITLE: CUSTOMER SERVICE OFFICER (3)

Dar es Salaam , Arusha , Zanzibar

Overview

NATURE AND SCOPE:

The job holder reports to the Zonal Manager. He/she is a front-line staff member responsible for providing efficient and effective assistance and support to bank customers and attending to all administration issues at the zone.

KEY RESPONSIBILITIES:

CUSTOMER SERVICE:

- **Resolving Customer Issues:** Customer Service Officers must have strong problem-solving skills and be able to resolve customer complaints and issues in a timely and effective This may involve coordinating with other departments within the bank.
- **Promoting Banking Products and Services:** Customer Service Officers must be knowledgeable about the bank's products and services and be able to promote them to customers as appropriate.
- **Maintaining Customer Records:** Customer Service Officers are responsible for maintaining accurate customer records, including contact information and transaction history.
- **Attend to all customer queries** received at the zone (written, verbal, or telephone) and offer appropriate intervention to a conclusion as per the laid down TAT.
- **Providing Customer Service:** Customer Service Officers must provide excellent customer service to ensure customer satisfaction and loyalty. They must be patient, courteous, and professional at all times.
- **Identify existing and prospective customers' needs** for financial services, including both products and services.
- **Grasp opportunities to cross-sell** appropriately.
- **Ensure proper controls, processes, and procedures** are adhered to at all times as per the laid down TADB bank policies,

Business Continuity Plan (BCP) implementation and disaster recovery coordination.

- Maintain and enhance communications with Business Development Officers and customers to facilitate the flow of information and foster cooperation.
- Support back-end bank operations: Support the branch operations team in achieving its customer retention objectives, acquisition, and growth goals. Support will include: achieving personal sales goals for all products as outlined in the targets as well as participating in leading branch sales promotion.

ADMINISTRATION:

- Manage office supplies stock and place orders.
- Prepare regular reports on expenses and office budgets.
- Maintain and update customers' database.
- Organize a filing system for the office for records team management.
- Maintain the calendar and schedule appointments for meetings as directed by the supervisor.
- Distribute and store correspondence (e.g. letters, emails, and packages).
- Prepare reports and presentations as assigned.
- Coordinate travel and accommodations.
- Schedule in-house and external events.
- Coordinate car vehicles, fuelling and reporting.

FUNCTIONAL/TECHNICAL COMPETENCIES:

- Knowledge of Banking products and procedures.
- Ability to keep accurate records of inventory.

QUALIFICATION, KNOWLEDGE, EXPERIENCE:

- University graduate in Business Administration, Public Administration, Human Resources, or related discipline.
- Minimum of 3 years relevant experience at an Officer level.
- Excellent interpersonal skills.
- Computer skills.

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3. JOB TITLE: PUBLIC RELATIONS AND MARKETING OFFICER (1)

Dar es Salaam

Overview

NATURE AND SCOPE:

The job holder reports to the Public Relations and Marketing Manager. He/she is responsible for the provision of internal and external communication, marketing, and maintaining the bank's relationship with the media and key stakeholders.

KEY RESPONSIBILITIES:

Responsible for the development, management and execution of TADB's Brand Guideline.

- Designing and developing eye-catching creative material for print, digital, social, and video channels i.e infographics, newsletters, fliers, posters, and banners.
- Conceptualizing graphic visuals based on user requirements.
- Developing illustrations, logos and other designs using software.
- Ensuring final graphics and layouts are visually appealing and accord to TADB's Brand Guideline.
- Maintain a creative library with current company logos, product images, and other brand materials.
- Ensure branding visibility during the bank's participation in events i.e. press conferences, exhibitions, and CSR/Sponsorship related activities.
- Work closely with and follow the guidance provided by the Public Relations Manager to continue developing the brand's visual identity.
- Refining and improving designs based on feedback from project leads and other stakeholders.
- Planning photoshoots, filming, and editing videos and photographs.
- Archiving photographic images and maintain database.
- Collaborating with internal departments to develop communication campaigns, set objectives, complete tasks, and identify and solve problems.
- Performing any other duties that may be assigned by the Public Relations and Marketing Manager from time to time.

FUNCTIONAL/TECHNICAL COMPETENCIES:

Knowledge of layouts, graphic fundamentals, typography, print & web interface and branding.

- Ability to visualize and present graphic ideas through relevant software.
- Knowledge and skills in graphic design and editing software i.e., InDesign, Illustrator, Dreamweaver, Photoshop, Premier Pro, and After Effect.
- Must have good communication skills and be able to write different copy for promotional materials i.e., fliers, posters, banners, and billboards.
- Proven ability in shooting and editing videos/photos.
- Strong interpersonal and presentation skills.
- Excellent eye for details.
- Compelling portfolio of work over a wide range of creative projects.

QUALIFICATION, KNOWLEDGE, EXPERIENCE:

- University graduate in Public Relations, Multimedia/Information Technology, Graphics design or related field.
- Well-developed interpersonal and communication skills.

- Excellent presentation skills.
- Video/Photography Production and Graphic design skills.
- A strong portfolio of Creative Design work.
- Knowledge of Animation Production will be an added advantage.

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**4. JOB TITLE: SENIOR PUBLIC
RELATIONS AND MARKETING OFFICER (1)**

Dar es Salaam

Overview

NATURE AND SCOPE:

The job holder reports to the Public Relations and Marketing Manager. He/she is responsible for the provision of internal and external communication, marketing, and maintaining the bank's relationship with the media and key stakeholders.

KEY RESPONSIBILITIES:

- To assist in the development and management of the bank's relationship with its customers, the government, financial institutions and key stakeholders.
- Responsible for the development, execution, and management of TADB's social media strategy. Writing, reviewing, editing, and updating content for the bank's website, social media channels, marketing materials, and similar platforms.
- Ensure that the monthly editorial calendar, which includes monthly PR and Business goals and activities, are developed and implemented.
- Create workable strategies to engage, increase and keep followers on well-known social media sites, including Twitter, Facebook, Instagram, YouTube, and LinkedIn.
- Collaborating with internal departments to develop communication campaigns, set objectives, complete tasks, and identify and solve problems.
- Evaluating each social media campaign's effectiveness and preparing reports.
- Utilize tools for social media marketing like Hootsuite, etc.
- Keep an eye on user engagement and SEO, and recommend content optimization.
- To monitor local media, analyse and review news and business events to inform management of significant developments and identify emerging future issues that might impact on bank's image.
- Graphics design: developing artwork and illustrations using software for posting on social media.
- Planning photoshoots, filming, and editing videos and photographs to be used for online content.
- Performing any other duties that may be assigned by the Public Relations and Marketing Manager from time to time.

FUNCTIONAL/TECHNICAL COMPETENCIES:

- Knowledge of banking products.
- Ability to communicate and present information well both orally and written.

- Must have good communication skills and be able to write different copy i.e., press releases, reports, captions and posts for social media.
- Must be skilled in social media platforms and software i.e., Instagram, Facebook, YouTube, LinkedIn, and Hootsuite.
- Must be skilled in graphic design and editing software i.e., InDesign, Illustrator, Dreamweaver, Photoshop, Premier Pro, and After Effect.
- Proven ability in shooting and editing videos/photos.
- Strong interpersonal and presentation skills.
- Knowledge and skills in digital marketing.

QUALIFICATION, KNOWLEDGE, EXPERIENCE:

- University graduate in Public Relations, Mass Communications, International Relations, or related field.
- Minimum of 3 years' relevant experience in a banking/financial or related institution at Officer level.
- Excellent presentation skills.
- Social media and graphic design skills.
- A strong portfolio of Creative Design work.

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5. JOB TITLE: PRINCIPAL CREDIT APPRAISAL OFFICER (1)

Dar es Salaam

Overview

NATURE AND SCOPE:

The job holder reports to the Credit Appraisal Manager. He/she is responsible in conjunction with the Credit Appraisal Manager in appraising projects and maintaining client relationships.

KEY RESPONSIBILITIES:

- To provide direct (specialist/ professional) credit assessment and evaluation to whether the credit proposal meets criteria and counter-party credit risk falls within acceptable parameters, and independently recommend appropriate credit proposals, including; terms or conditions where necessary to ring-fence the facilities and related cash flows towards repayment of the facilities to the bank.
- To provide expert input for all papers (for tabling at the Credit Committee/Board Business Committees) to the Credit Appraisal Manager and Director of Credit and Business, and ensuring ample time for their review.
- To identify, quantify and evaluate sources of risks and (where possible) provide mitigation.
- To interrogate information obtained to gain a thorough understanding of business parameters, which create profit/ value as well as the associated risks.
- Be able to defend your own judgment in a manner that does not negatively affect the business relationship.
- To build a smooth working relationship with Zone officers to improve the quality of business proposals and turnaround times on credit evaluation.
- To detect and evaluate shifts or changes in key risk parameters in a business relationship or industry and evaluate

the implications of such changes on continued business dealings.

- Take and or recommend remedial /appropriate actions for deteriorating exposure identified during the credit review process.
- To participate in the preparation of several credit reports that shall be required from time to time.
- To participate in several policies review, procedures, and manual preparation relates to credit function.
- To visit projects in different zones within the country for project familiarization on both new and existing clients requesting credit facilities (new loans/renew/enhancement/restructuring etc.).
- To follow up on covenants set during the approval of credit facilities (pre-disbursement and subsequent conditions) to make sure they have been adhered to.
- To assist in providing training and business advisory services to colleagues in lending (Zone officers, junior credit appraisal officers, interns) as well as clients.
- To ensure the necessary and relevant bank records, e.g., loan files, are kept and updated as required.
- To carry out any other duties assigned by Supervisor from time to time.

FUNCTIONAL/TECHNICAL COMPETENCIES:

- Extensive knowledge and skills in credit appraisal/analysis especially those related to agricultural finance for corporate, emerging corporate businesses, SMEs, cooperatives, smaller holder farmers, etc.
- Ability to communicate and present information well both orally and written.
- Proven good interpersonal skills in a Business and Credit environment.
- Knowledge of Bank Credit Products with a focus on agricultural finance.
- Detailed knowledge of credit analysis techniques
- Communications and presentation skills.
- Negotiation skills including the ability to take a clear position (and defend it if needed) with regard to a credit decision about credit facilities.
- Excellent understanding of credit and associated risks
- Excellent understanding and in-depth knowledge of the agricultural sector in Tanzania and worldwide at large.
- Ability to develop action plans to achieve work outputs, identify resources required, and implement the action plan.
- Ability to identify areas where the bank can be more effective, and propose plans to implement these changes.
- Ability to take responsibility for meeting client needs.
- Ability to identify opportunities for improving client services.
- Demonstrates trust in working with colleagues, helps others in achieving targets, and gives open and constructive feedback.

- Ability to analyse the process required in undertaking a piece of work in order to plan tasks.
- Ability to evaluate credit application proposals.
- Ability to interpret financial statements.
- Ability to prepare, write and present credit reports.

QUALIFICATION, KNOWLEDGE, EXPERIENCE:

- Master's degree/postgraduate qualification in Economics, Business Administration, Agricultural Economics, Finance, Accounts, Banking, or related discipline.
- Minimum of 3 years' experience in credit assessment and or relationship banking at a Senior Officer level.
- Computer literate.

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6. JOB TITLE: BUSINESS DEVELOPMENT OFFICER (3)

Arusha , Mwanza , Dar Es Salaam ,

Overview

NATURE AND SCOPE:

Reporting to the Zonal Manager, he/she is responsible for identifying, developing, and managing new business relationships for the bank within the zone.

KEY RESPONSIBILITIES:

- **Prospecting for new business:** BDOs are responsible for identifying and pursuing new business opportunities for the bank, including both individual, cooperatives and corporate customers. This involves conducting market research, identifying potential customers, and developing a sales strategy.
- **Building Relationships:** BDOs are responsible for building strong relationships with new and existing customers, as well as other stakeholders such as industry associations, related ministries, and other organizations. This involves networking, attending events, and developing rapport with key decision-makers
- **Cross-Selling Bank Products and Services:** BDOs must be knowledgeable about the bank's products and services, and be able to identify opportunities to cross-sell them to existing and potential customers.
- **Analysing Financial Data:** SBDOs must be able to analyse financial data and market trends to identify opportunities for the bank to expand its business.
- **Developing Sales Proposals:** SBDOs must be able to develop sales proposals and presentations that effectively communicate the bank's value proposition to potential customers.
- **Negotiating Deals:** SBDOs must have strong negotiation skills to close deals with potential customers, including pricing, terms, and conditions.
- **To initiate proposals for new business and develop relationships with prospective clients in conjunction with the Zonal Manager.**
- **Advice the Zonal Manager on all matters in the department.**

- Develop and market the bank's business through contact with corporate customers, high net-worth individuals, government and quasi-government bodies, and other prospective clients.
- Identify companies/institutions within a zone of good credit standing likely to have a requirement for the corporate banking services of the bank.
- Identify and develop business opportunities with companies/clients at a satisfactory rate of return to the bank.
- Serve clients' needs through a range of bank's products and services by originating loans and projects.
- Provide a superior level of customer relations and service; and ensure compliance with bank's policies and procedures.
- Provide support to driving different business engagements and initiatives within a zone in conjunction with the Zonal Manager.
- Provide support to developing, orchestrating and implementing effective internal and external business strategies.
- Provide support to promoting a pro-business mindset and culture in the Bank's environment.
- Obtain all the client information necessary for the appraisal of a credit proposition and liaise with Credit Analysts as and when appropriate.
- Assist in preparation of business plans and budgets for the zone.
- Perform any other duties assigned by the Supervisor from time to time.

FUNCTIONAL/TECHNICAL COMPETENCIES

- Ability to identify business areas where the bank can be more effective, and propose plans to implement these changes.
- Analytical skills: Experience in interpreting financial information/statements.
- Ability to evaluate credit application proposals.
- Industry knowledge: Candid knowledge of products in the industry and the business opportunities that underlie these areas.
- Sales skills.

QUALIFICATION, KNOWLEDGE, EXPERIENCE:

- University Graduate in Economics, Business Administration, Agricultural Economics, Finance, Accounts, Banking, or related discipline.
- Computer literate.

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