



1. JOB TITLE: Retail Banker

Job Description

KEY RESPONSIBILITIES: MUST NOT BE MORE THAN 10

- 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: NOT MORE THAN 5 OF THE MOST TYPICAL

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

MINIMUM POSITION QUALIFICATION REQUIREMENTS

Academic & Professional

Particulars	Detail	Specific Field or Qualification
Education	Bachelors Degree	Bachelor degree from any recognized institution
Professional Qualifications	AKIB, CPA (K), ACCA	ES

Masters Degree

Business Related

AA

Experience

Total Minimum No of Years Experience Required - 5 years

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2. JOB TITLE: Project Manager

Job Description

Key Responsibilities for BDS Manager

- Supervise and manage the team of Business Development Officers and their work schedules to achieve timely and quality completion of relevant program deliverables and reports in accordance with the Project guidelines.
- Oversee all the BDS support to the beneficiaries setting up businesses in the program.
- Work with the Head of Marketing & Corporate Affairs in the development of the BDS training curriculum.
- Review business plans and approval for transition into the business incubation phase.
- Oversee the regional recruitment events, onboarding workshops, customer journey and experience with active direct engagement with beneficiaries to monitor progress and identify emerging issues that need to be incorporated into the programme.
- Preparation and submission of timely and quality BDS reports to the Head of Marketing & Corporate Affairs as well as maintenance of an up-to-date database for all Project beneficiaries.
- Manage relationships and liaison with KCB Bank's branches in KCB Tanzania and other business units required in the execution of the business development services and incubation.
- Be the custodian for all the documents for the beneficiaries in the Project.

- Capture and document best practices and lessons learnt in the Project.
- Supervise the loan (toolkits) post disbursement call visits by the BD officers. In addition, Manage Non- Performing Loans within stipulated guidelines.
- In liaison with the branch team supervise and manage the loan administration, loan recovery, and follow up in ensuring the loan portfolio at risk is maintained within the Bank recommended standards.

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3. JOB TITLE: Graduate Trainee

Job Description

KEY RESPONSIBILITIES: TYPICALLY NOT BE MORE THAN 10

1. Provide splendid customer services to customers in a friendly and courteous manner at all times
2. Have sufficient knowledge about the banking products and services
3. Respond to all Customer inquiries in accordance to the Bank's Policies and Procedures
4. 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: ELABORATE UP TO 5 OF THE MOST TYPICAL

- i. Advise customers on financial related issues
- ii. Ensure that records are correctly captured

iii. Perform any other related duties as may be assigned by the Supervisor from time to time.

Academic & Professional

Particulars	Detail	Specific Field or Qualification
Education		Atleast 'C' in Mathematics
Bachelor's Degree	Business Related	
Professional Qualifications	Business Related	
Master's Degree	Business Related Added Advantage	

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