

Executive Assistant to the Managing Director

DCB Commercial Bank Plc is a fully-fledged retail and commercial bank in Tanzania. The bank offers banking services to Individuals, Microfinance, Small to Medium sized Businesses (MSME), as well as large corporate clients. DCB Bank has a wide branch network of over 8 branches, over 1000 DCB Wakala Agents, and over 280 Umoja switch ATMs serving over 3 million customers across the country.

We are seeking qualified candidates to fill the position of **Executive Assistant to the Managing Director**. The successful candidate will be responsible for coordinating and managing executive scheduling, preparing and organising important operational and strategic materials and plan. In addition, he/she will serve as the primary point of contact for senior management teams and external stakeholders on all matters pertaining to the executive office.

Key Responsibilities:

- Serve as a liaison between the MD, management, staff and the public. This includes receiving and screening the MD's phone calls and visitors, answering a variety of questions with tact and diplomacy, taking messages, and directing calls appropriately for resolution.
- Maintain the MD's calendar, including scheduling meetings, appointments, speaking engagements, and travel arrangements.
- Keep the MD advised of time-sensitive and priority issues, ensuring appropriate follow-up.
- Assist the MD in the development of agenda, material and briefings for meetings attended by the Managing Director for internal and external audiences.
- Attending meetings as required, taking notes and follow up on action items.
- Compose and prepare letters relating to routine correspondence for the MD's signature.
- Handle printing, faxing, mail/ packages, copying, filing, and email/messages.
- Sort and triage mail; maintain e-mail and other address directories.
- Maintain paper and electronic filing systems.
- Maintaining and organize confidential files, documents, and records.
- Arranging domestic and international travel logistics including flights, accommodations, visas, and itineraries.
- Assisting in planning and coordinating special events, board meetings and executive retreats.
- Processing and track expenses, ensuring accurate and timely reimbursement.
- Other additional and/or alternative duties as assigned from time to time, including supporting other Executives/Board as needed.

Qualifications and Experience

- A detail-oriented individual, capable of managing self and working independently.
- Ability to exercise good judgment in a variety of situations, capable of prioritizing and making decisions.
- Exceptional writing, editing, and proofreading skills.
- Proficient computer skills, including the Microsoft Office Suite (Outlook, Word, PowerPoint, and Excel)
- Excellent administrative, organizational and time management skills
- Bachelor's degree from a recognized institution
- Proven experience of three years as an executive assistant or in a similar role supporting senior level executives

If you believe you are the right candidate for this position, kindly submit your application with a detailed CV, photocopies of academic certificate, and names of three referees with their contacts, quoting reference number DCB-EAMD-10/2023 on the subject of the email. To be considered, your application MUST be submitted through recruitment@dcb.co.tz not later than **29th October 2023**. Hard copy applications will not be accepted.

Manager, Workplace Banking

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We are currently seeking for a qualified candidate to fill the position of **Manager, Workplace Banking**. The successful candidate will be responsible for developing and growing payroll business by assessing, selecting and signing-up employer organisations, onboarding new customers, and monitoring the entire schemes portfolio for quality and sustainability.

Key Responsibilities:

- Developing and implementing workplace banking sales plan and process.
- Managing the existing schemes to facilitate portfolio growth.
- Building relationships with key referrals partners within the bank to ensure constant and quality leads are obtained.
- Ensuring proper empanelment of the signed-up companies and verifying that potential customers satisfy all criteria required of a desired customer profile as outlined by the bank.
- Assessing the risk profiles of customer segments and contributing to the development of effective control measures within the deduction to source.
- Managing and monitoring end to end process of onboarding and growing the workplace proposition whilst observing NPL ratio as set by the bank.
- Driving activations and penetration of all signed up schemes with existing and potential clients.
- Maximizing sales referral opportunities by working with customer service officers, relationship managers and branch managers.
- Delivering services to customers that are synonymous with the customer brand experience being promoted by the organization.
- Leading, training and coaching the team to ensure effective management of the schemes and monitoring as first line of defense to minimize defaults.
- Ensuring the sales team has the right culture and attitude.

Qualifications and Experience

- Bachelor's degree from a recognized institution.
- Minimum of five years' experience relevant experience.
- Excellent communication, negotiation, and credit analysis skills.
- Strong relationship and networking skills.
- Extensive knowledge of personal banking products.

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