



Head Office: PSSF Millennium Towers II, Bagamoyo Road  
P.O Box: 9300, Dar es Salaam, Tanzania  
Telephone: +255 22 2162940 Fax: +255 22 2114815  
website: [www.tcbbank.co.tz](http://www.tcbbank.co.tz)  
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## JOB VACANCY- 3 POSITIONS

### ABOUT US:

Tanzania Commercial Bank is a Bank that provides competitive financial services to our customers and creates value for our stakeholders through innovative products with a vision "to be the leading bank in Tanzania in the provision of affordable, accessible and convenient financial services". As part of organizational development and management of its human capital in an effective way, Tanzania Commercial Bank commits itself towards attaining, retaining and developing the highly capable and qualified workforce for Tanzania Commercial Bank betterment and the Nation at large.

Position:	Relationship Officers
Department:	Retail and SME Banking
Section:	Branches Networks
Reports to:	Senior Relationship Officer
Location:	Igunga, Pemba and Bukoba

### POSITION OBJECTIVE

Responsible for creating and managing customer relationships and ensure optimal sell of bank products notably Insurance, MSMEs to customers, creatively tailor products to meet individual customer needs. To handle customer service issues (complaints & feedback) and reporting to relevant authorities.

## **KEY RESPONSIBILITIES**

- (i) Strengthening and nurturing client relationships with a focus on businesses and SMEs.
- (ii) Understanding clients' financial needs and providing tailored solutions.
- (iii) Acquiring new business customers and expanding the SME customer base.
- (iv) Cross-selling a range of banking products and services to meet client needs.
- (v) Providing financial advice and support to business and SME clients.
- (vi) In Collaborating with internal teams to ensure seamless service delivery.
- (vii) Monitoring market trends and competitor activities to identify business opportunities.
- (viii) Managing loan portfolios for corporate and SME clients.
- (ix) Conducting regular reviews of client accounts to ensure satisfaction and retention.
- (x) Representing the bank in business networking events to enhance brand visibility.
- (xi) Adhering to regulatory guidelines and compliance standards in all client interactions.
- (xii) Working towards achieving revenue targets and business growth objectives.
- (xiii) To perform any other relate duties as may be assigned by Supervisor.

## **PROFESSIONAL AND INTERPERSONAL DETAILS**

**Education:** Holder of Bachelor Degree/Advanced Diploma in one of the following fields; Business Administration, Finance, Accountancy, Banking, Economics, Entrepreneurship or equivalent qualifications from recognized institutions.



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The position will attract competitive salary packages and benefits.

**Applicants are invited to submit their resume via the following link:-**

<https://www.tcbbank.co.tz/careers> applications via other methods will not be considered. Applicants need to fill their personal information, academic certificates, work experiences, and application letter. Other credentials will be submitted during the interview for authentic check and administrative measures.

Tanzania Commercial Bank has a strong commitment to environmental, health and safety management. Late applications will not be considered. Short listed candidates may be subjected to any of the following: a security clearance; a competency assessment and physical capability assessment.

**Deadline of the Application is 20<sup>th</sup> May 2024.**