



# WE ARE HIRING

JOIN OUR TEAM

**MANAGER DIGITAL SALES**

**Job Grade: MLA**

**Location: Dar es Salaam**

To apply for the job, simply visit [tz.kcbgroup.com](https://tz.kcbgroup.com), then  
'careers' page, and submit your application

**Deadline: 8th May 2024**

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## **JOB DESCRIPTION**

- Facilitating first-contact meetings with potential KCB bank customers on digital channels.
- Searching, assessing, accepting, and processing prospect customer applications for internet and mobile banking, agents, and merchants.
- Conduct first time (activations) and routine trainings to approved customers on digital channels.
- Ensure agent and merchant premises are branded (both internally and externally) properly by approved bank standards to ensure visibility by both existing and prospect bank customers.
- Monitoring customer activities, ensure compliance to bank policies and procedures, and conduct periodic visits to their business places/premises (Relationship Management).
- Growth of customer turnover and NFI as per the agreed target.
- Manage customer relationships and ensure complaints/disputes are sorted on time. Activation of dormant customers on digital channels.
- Cross selling of other bank products.
- Any other duties as assigned by the line manager.

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## QUALIFICATIONS AND EXPERIENCE REQUIREMENT

- Bachelors degree in banking/finance or equivalent
- Master's degree in business administration will be an added advantage
- Professional qualifications: agency banking and card acquiring background

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