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JOB VACANCY- 1 POSITION

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:	Manager Special Assets Management and Recovery
Department:	Directorate of Credit
Section:	Special Assets Management & Recovery
Reports to:	Director of Credit
Location:	Head Office

POSITION OBJECTIVE

Responsible for advising the bank in all matters regarding loan recoveries.

KEY RESPONSIBILITIES

- i. Manage collection and recoveries unit with the assistance of Recovery Team including External Debt Collectors in order to reduce number of defaulters (NPL) as recovery procedures and reduce amount of charged off loans portfolio.
- ii. Implement effective and efficient recovery actions on all high risk and non-performing accounts.

- iii. Offer coaching where identified to all direct reports and to other Recovery staff depending on the nature of the situation.
- iv. Perform annual review on the Recovery procedures and obtain Board of Directors approval.
- v. Embed on controls and actions to close all audit findings related to recovery issues and ensure this is done within the allowed timeframe
- vi. Ensure quality and reliability of all data used in reports by doing a sanity check on all recovery reports.
- vii. Work with recovery team to achieve excellent results through continuous people development and mentoring activities.
- viii. Ensure the development of a high performing Recovery Team through embedding formal performance development and informal coaching on how to conduct meaningful discussions with non-performing clients.
- ix. Ensure that identified training is budgeted for and executed;
- x. Establish and maintain a succession plan for the management team in the area using the formal Talent Management process for identified talent and an informal process for remaining roles;
- xi. Ensure that Principal Recovery Officers create effective workforce plans;
- xii. Agreed targets and take accountability for the overall achievement of performance objectives in the Recovery unit;
- xiii. Provide clear direction to team members on the recovery strategic plan and key focus areas and ensure their understanding and buy-in;
- xiv. Analyse effectiveness of processes and systems in use in the department and make recommendations for improvements;
- xv. Set key performance indicators (KPIs) for all direct reports and review them on semi-annually and annually;
- xvi. Carry out work in accordance with the banks policies, procedures and BOT guidelines with high level of due diligence;
- xvii. Eliminate waste practices of whatever forms, suggest the use of low cost, new/best loans recovery practices to enhance performance;
- xviii. Ensure recovery Team visit Branches to assist recovery of bad debts this includes non-performing and charge off portfolio;

- xix. To lead the recovery team and ensure that a high quality, business focused, efficient and cost-effective be spoke procedures are deployed which maximizes loans recovery to meet yearly targets;
- xx. Keep watch on the performance of Auctioneers. Receivers/Managers and other agents as shall be appointed by the bank for recovery of non-performing loans;
- xxi. Propose for Procurement, the auction Company to whom the defaulted borrower should be assigned;
- xxii. Reach to an amicable settlement duly protecting interest of the Bank;
- xxiii. Take timely legal steps in loan recovery from defaulting customers; and
- xxiv. To carry out any other related duties as assigned by Supervisor.

PROFESSIONAL AND INTERPERSONAL DETAILS

Education: Holder of Master's Degree in one of the following fields; Law, Banking, Economics, Commerce, Business Administration, Accountancy, Finance, Risk Management, Actuarial Sciences, Insurance or equivalent qualifications from any recognized Institution and Possession of CPA (T)/ACCA/ACA/CFA or relevant professional body is added advantage. Must have at least eight (8) years' working experience in banking or financial institution.

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 24th July 2024.