



WE ARE

HIRING

Branch Manager



REPORTING TO:

Cluster Head

RESPONSIBLE FOR:

Branch Operations and Business

BRANCH:

Kigoma

DEPARTMENT:

Retail

REGION: Kigoma

HOURS OF WORK

8am - 5pm Monday to Friday. 8am – 1pm Saturdays.
Additional hours as required by workload.



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1. PURPOSE OF JOB:

To meet branch Retail and SME Financial Targets through a World class Sales and Service Management system and within established product programs through the branch.

To work closely with Central Operations Unit to operate and maintain a smooth running and operationally efficient branch, that conform to the financial institutions and BOT regulations, rules and guidelines issued from time to time. This will include servicing corporate customers.

2. PRINCIPLE ACCOUNTABILITIES:

RESPONSIBILITIES:

- Accountable for all aspects of running a successful branch, delivering great business performance, and leading and motivating a team that provides the best customer experience in your area.
- Primary responsibility will be to drive business (CASA and Fee Growth) product sales and Customer Service with oversight on branch operations, compliance and control.
- Understand your customer base and identify opportunities to build and grow profitable Relationships.
- Deliver against business and sales performance.
- Acquire new customers and retain and grow your relationships with existing customers.
- Responsible for the operational efficiency of the branch and productivity of its staff.
- Responsible for the operation and maintenance of the integrated systems, and retention of accurate and up to date records of all transactions including inter-bank transactions.
- Prepare periodic and statutory reports for management.
- Have a good understanding of branch control procedures with specific focus on financial security.
- Take ownership for resolving complex problems, working with colleagues in other offices / Branches to provide a seamless experience for your customers.
- Provide a superior level of customer relations and promote the service culture through coaching, Guidance, and staff motivation.
- Participate in community affairs to increase the bank's visibility and enhance new and existing Business opportunities.
- Perform other duties in the absence of the MCSOP / Ops Manager as directed by the Cluster Head.



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3. QUALIFICATION AND EXPERIENCE REQUIRED:

- University degree in Business Administration or Economics and relevant professional qualifications in banking, finance, or marketing.
- Minimum of 5 – 7 years relevant working experience in a similar position.
- Good leadership, people management, and banking skills.
- Knowledge of relevant legislation, sales, and business principles.
- Outstanding communication skills.
- Strong commercial know-how and first-class decision-making abilities.
- Be a good relationship builder and a strategic thinker rather than just operational.
- Resilient under pressure.

**Kindly use the provided link
to submit your application.**

NB: Only shortlisted candidates will be contacted

Application deadline: **05th Sept 2024.**



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