



**Letshego**  
Faidika Bank

# We are Hiring

**RELATIONSHIP OFFICERS (2)**  
**Mwanza & Dar-es-Salaam**

« **SWIPE LEFT**

FOR COMPREHENSIVE INFORMATION  
REGARDING THE VACANCY



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**Job Title:** Relationship Officers (2)- Mwanza & Dar-es-Salaam  
**Reports To:** Branch Manager



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**Purpose of the Job:**

To be responsible for providing Bank product sales and service to the target groups as defined in the branch's business strategy.

**Key Accountabilities:**

- Contribute to bank's business growth through implementation of the branch sales strategy.
- Process quality loans by ensuring adherence to company policies and procedures
- Prepare weekly and monthly sales reports.
- Build relationships with the relevant stakeholder to grow Letshego Faidika Bank's business.
- Sells the bank's products through digital channels
- Offer excellent customer service to retain the customer base.
- Identifies opportunities for process improvement by gauging customer reactions to processes and policies.
- Grow Deposit portfolio
- Loan Portfolio quality management
- Sell Insurance products as per branch's target.

**Thinking Requirements and Working Complexity:**

- Multi-cultural awareness and the ability to interact with a wide range of differing levels across the Group, government, society and business in general.
- Timely Resolution of queries/complaints
- Product Sales /Net Pay-outs
- Customer satisfaction with products & services
- Retain and Grow customer Base

**Knowledge and Experience Required of Job Holder:**

- Bachelor's degree in Banking and finance, Accounting, Marketing, Business Administration/ Economics or similar field
- At least 2 years' experience in a high ranking Sales and Product in a financial institution preferably within bank.
- Strong understanding of customer insights and analytics
- Understanding product and customer lifecycle and management

**FOR SUBMISSION OF YOUR APPLICATION**

Interested and qualified applicants are requested to submit their application and Cv explaining why they are the best fit for the position by or before **13th September 2024** through the email **TZ.Human.Resources@letshego.co.tz**

Disclaimers: This advert is not an in-depth list of all duties and responsibilities associated with the position.

Only short-listed candidates will be contacted.

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