



1. JOB TITLE: Relationship Manager; Affluent (1 Position(s))

Job Location :

Dar Es Salaam Zone, Kariakoo Business Centre

Job Purpose:

Responsible for client Relationship Management within the assigned branch through sustaining customer satisfaction, retain existing customers and generate additional business; acquire customers through various sales activities.

Responsible for growing high net worth clients' Assets and Liabilities from Public Sector, Government, Institutional, Corporate and SMEs.

Main Responsibilities:

- Responsible for Portfolio growth (Assets, Liabilities, Investment products and Insurance) through customer visits, sales, and retention.
- Manage Portfolio movement reports both self and the team that he/she leads and take action on any abnormalities observed.
- Customer retention, maximizing benefit from customers through cross-selling relevant NMB products in the segment.
- Minimization of exposures to and impact of risks while adhering to KYC, AML in managing the portfolio
- Ensure quality of service in the portfolio and management of customer expectations through effective queries, complaint, and correspondence handling in a timely manner as per service operating standards.
- Guide and coach other bank employees (Relationship Officers and Bank Officers) on how to handle Private Banking clients.
- Ensure an effective call program is maintained on all allocated relationships and prospects. The calls should be recorded and filed.
- Keep abreast of the rapid pace of product/service development, suggest possible best solutions for improving offerings to Private banking clients.
- Organize/propose quarterly events for customers within the region for more effective engagement and relationship enhancement in order to improve the NMB brand image in the market.

- Conduct initial screening interviews with prospective clients and maintain familiarity with customers' relevant documents.
- Be conversant with policies and procedures pertaining to all bank products and services and be able to adapt to change based on technological advancements and customer sophistication.

Knowledge and Skills:

- Thorough knowledge of bank products, operations, regulations, and specific markets for Private Banking clients
- Thorough knowledge of Private Banking clients needs and ability to come up with proper solutions.
- Sound financial knowledge, thorough information of NMB various offerings.
- Excellent Client Management skills
- Excellent communication, networking, and interpersonal skills
- Understanding and interest in financial/banking products and markets
- Ability to analyze and research information.
- Ability to explain and handle complex information clearly and simply.
- Good sales and negotiation skills
- Presentation Skills
- Leadership and Coaching skills
- Credit Skills

Qualifications and Experience:

- Bachelor's degree in business related studies.
- Minimum of 5 years' experience in banking operations and/or Relationship Management of High-net worth clients.
- Experience in credit assessment

NMB Bank Plc is an Equal Opportunity Employer. We are committed to creating a diverse environment and achieving a gender balanced workforce.

Female candidates and people living with disabilities are strongly encouraged to apply for this position.

NMB Bank Plc does not charge any fee in connection with the application or recruitment process. Should you receive a solicitation for the payment of a fee, please disregard it.

Only shortlisted candidates will be contacted.

Job opening date : 11-Sep-2024

Job closing date : 25-Sep-2024

2. JOB TITLE: Business Analyst CUM Project Manager (1 Position(s))

Job Location :

Head Office

Job Purpose:

Ensure business needs are addressed through definition and implementation of correct functional and technical requirements, proper translation of the requirements into functional and technical specifications and testing of delivered solutions to meet the required quality standards.

Main Responsibilities:

- Manage project schedule, scope, cost, quality, risks, procurements, change and stakeholders as per the approved project baselines.
- Document and prioritize the functional, business process and non-functional requirements that address the needs of project stakeholders.
- Collaborate with project sponsors to determine project scope and vision.
- Translate conceptual customer requirements into functional requirements in a clear manner that is comprehensible to developers/project team.
- Review solution designs as well as functional and technical specification documents.
- Work with functional leaders to help develop business case for additional software development and/or acquisition.
- Create and maintain the product backlog and design board to monitor project scope.
- Participate in Unit and QA testing to ensure features and functions have been enabled and optimized.
- Update/Create end user and technical guides as part of a given software release.
- Organize and facilitate kick off workshops with the objective of determining programs and respective projects' objectives, scope, approach, organization, controls, and governance framework.
- Facilitate development and approval of the business case and business realization plan
- Estimate resources, budget and participants required to achieve the program goals and motivate for their allocation.
- Establish relevant governance and communication structures for all designated programs and respective projects.
- Serve diligently as chairperson of the program working committee and secretary of the program steering committee.
- Manage program risks, issues, dependencies, and assumptions by ensuring clear ownership of risk events and timely escalation to appropriate level of management where necessary.
- Manage changes to program scope, budget, timelines, and acceptance criteria in line with the agreed process.
- Facilitate development of test cases and scenarios.
- Oversee the execution of system integration, security, and user acceptance testing.
- Facilitate the programs and respective projects' closure workshop and ensure lessons learned are identified and used to improve future practices.
- Ensure an effective maintenance and support model is established and handed over to those responsible for its operation.

Knowledge and Skills:

- Solid knowledge of banking processes and operations.
- Extensive business analysis skills.
- Extensive test management skills.
- Extensive process documentation and mapping skills.
- Excellent interpersonal skills; Good verbal, written and presentation skills.
- A proven self-starter with ability to work under high pressure environment.

- Excellent planning, organization, and multitasking skills.
- Computer literate with excellent working knowledge of all relevant project software.
- People management skills

Qualifications and Experience:

- Bachelor's Degree in Information and Communication Technologies (ICT), Engineering, Business, Accounting, or related field.
- Certifications in Business Analysis Frameworks and one of the recognized project management methodologies.
- Sound Business Analysis and Project Management background with practical application in a busy large corporate setting for at least 5 years.
- Experience working with Agile/Scrum methodologies.
- Experience with ERP systems implementations especially on procure to pay business process.

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Only shortlisted candidates will be contacted.

Job opening date : 05-Sep-2024

Job closing date : 19-Sep-2024

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