



1.JOB TITLE: CUSTOMER SERVICE OFFICER II – (2)

Overview

Holder of Bachelor Degree in one of the following; Banking and Finance, Business Administration, Public Administration, Marketing, Commerce/Business Administration majoring in Marketing, Entrepreneurship, Public Relations, Journalism, Social Protection, Mass Communication, International Relations, Business Communication or equivalent qualifications from a recognized institution.

Duties and Responsibilities

Customer Service:

- To resolve customer complaints and issues in a timely and effective manner, which may involve coordinating with other departments within the bank.
- To promote the bank's products and services to customers as appropriate.
- To attend to all customer queries received at the zone (written, verbal, or telephone) and offer appropriate intervention to a conclusion as per the laid down TAT.
- To provide excellent customer service to ensure customer satisfaction and loyalty by being patient, courteous, and professional at all times.
- To identify existing and prospective customers' needs for financial services, including both products and services, and grasp opportunities to cross-sell appropriately.

Operations and Compliance:

- To ensure proper controls, processes, and procedures are adhered to at all times as per the laid-down TADB bank policies, Business Continuity Plan (BCP) implementation, and disaster recovery coordination.
- To maintain accurate customer records, including contact information and transaction history.

Relationship Management:

- To maintain and enhance communication with Business Development Officers and customers to facilitate the flow of information and foster cooperation.

Sales and Business Development:

- To support the branch operations team in achieving its customer retention objectives, acquisition, and growth goals, including achieving personal sales goals for all products as outlined in the targets and participating in leading branch sales promotion.

Administration:

- To manage office supplies stock and place orders.
- To prepare regular reports on expenses and office budgets.
- To maintain and update the customer database.
- To organize a filing system for the office for records team management.
- To maintain the calendar and schedule appointments for meetings as directed by the supervisor.
- To distribute and store correspondence (e.g., letters, emails, and packages).
- To prepare reports and presentations as assigned.
- To coordinate travel and accommodations.
- To schedule in-house and external events.
- To coordinate car vehicles, fueling, and reporting.

MODE OF APPLICATION AND CLOSING DATE:

Please note: applicants are required to attach the following for their respective applications:

- **Application letter** showing how you meet the requirements of the position.
- An up-to-date **Curriculum Vitae**

- Contacts stating name in full, physical address, telephone numbers, and e-mail addresses of the candidate
- **Certified copies** of relevant certificates
- Names and full contacts of three (3) referees

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2.JOB TITLE: RESOURCE MOBILIZATION MANAGER

Overview

The Job holder reports to the Director of Treasury. He/She is responsible for development of resource mobilization strategy; has direct responsibility for executing plan of action and negotiate partnership agreement with corporate, private trusts and other funders.

He/She is also responsible for management of all funds received from the Government, its Departments and Agencies and other stakeholders for development activities as per applicable agency agreements.

Duties and Responsibilities

- To develop and execute strategies to attract low-cost financial resources for lending and investment.
- To identify and engage potential funders, investors, and partners.
- To prepare concept proposals, investment pitches, and funding applications.
- To manage funders, investors, and partners relations.
- To monitor funding trends and opportunities in the agricultural sector.
- To align bank's needs with funding requirements;

- To provide regular updates to funders, investors, and partners;
- To prepare reports and ensure compliance to funding requirements; and
- To carry out any other related duties as may be assigned to him/her by supervisor.

QUALIFICATIONS:

- Holder of Master's Degree in one of the following fields; Finance and Investment, Banking, Banking and Finance, Accountancy, Economics, Agricultural Economics, Finance or equivalent qualification from any recognized institution with;
- Working experience of at least eight (8) years in related field and should be at senior position.

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3.JOB TITLE: MANAGER OF BUSINESS OPERATIONS

Overview

This technical leadership role oversees the bank's operations, ensuring their smooth operation and strategic development.

The ideal candidate blends hands-on technical skills with strategic vision to optimize processes, troubleshoot issues, and implement enhancements for improved efficiency and controls. The position reports to the Director of ICT and Operations.

DUTIES AND RESPONSIBILITIES:

- To oversee, coordinate, direct, and provide guidance on operations-related activities by developing and implementing operational procedures to ensure operational efficiency.
- To manage treasury back-office functions, including posting and reconciliation, with a focus on treasury, of Export Credit Guarantees, letters of credit, and money market activities.
- To undertake routine back-office processing of transaction to support business units, including money transmission and processing services while ensuring timely settlement of customers deals efficiently as per provided instruction
- To provide leadership and guidance to the operations team, fostering a culture of teamwork, accountability, and continuous improvement.
- To facilitate business process/re-engineering by automating the bank's operations.
- To manage performance by setting clear, measurable, and attainable performance goals and resolving problems that may impact unit and operations function performance.
- To develop and update operational procedures that provide controls and mitigate risks while archiving compliance with applicable laws and regulations.
- To advise the management on operations matters and formulate controls in line with existing policies.
- To monitor the day-to-day operation of banking application systems in relation to customer transactions;
- To identifying inefficiencies in operational processes and implementing improvements to streamline workflows and enhance productivity
- Ensuring that operational activities are aligned with customer needs and expectations, aiming to enhance customer satisfaction and experience
- To ensure that necessary and relevant bank record are kept and updated as required

Technical Competencies

- In-depth knowledge of Banking and Business Operations
- Leadership skills to effectively support the bank Operations teams
- Coaching and Mentoring; Sharing expertise with others

- Report writing and analytic skills
- Computer literate

QUALIFICATIONS:

- Holder of Master's Degree in one of the following fields; Computer Science, Information Systems, Information Technology, Finance, Computer Engineering or equivalent qualification from any recognized institution with;

Working experience of at least eight (8) years in related field and should be at senior position.

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4.JOB TITLE: DIRECTOR OF TREASURY

Overview

The role holder will be responsible for assessing, monitoring, planning and managing the efficient utilization of cash and financial services in a manner consistent with the objectives of the bank.

The Director of Treasury is crucial for safeguarding and optimizing the organization's financial resources. This senior leadership role demands strategic

vision and expertise in managing cash flow, investments, risk mitigation, and mobilization of financial resources to ensure financial stability and growth.

The successful candidate will navigate complex financial markets, build strong relationships with external stakeholders, and provide insightful reporting to senior management and the Board. Additionally, they will assess, monitor, plan, and manage the efficient utilization of cash and financial services in alignment with the bank's objectives

DUTIES & RESPONSIBILITIES

Strategic & Financial Planning:

- To develop and implement a comprehensive treasury strategy aligned with the organization's goals and objectives
- To develop and execute strategies to attract low-cost financial resources for lending and investment.
- To prepare concept proposals, investment pitches, and funding applications.
- To provide regular updates to funders, investors, and partners.
- To continuously assess and adjust the treasury strategy to adapt to changing market conditions and regulatory requirements.

Cash & Liquidity Management:

- To monitor and manage the organization's cash flow to ensure sufficient liquidity for financial obligations.
- To optimize surplus cash utilization through investments and short-term financing.

Risk Management:

- To identify and assess financial risks, including interest rate fluctuations, foreign exchange exposure, and counterparty risk, and develop strategies to mitigate these risks effectively.

Investment Management

- To oversee the management of investment portfolios, balancing risk and return.
- To evaluate and select appropriate investment instruments and strategies to achieve financial objectives.

Debt Management

- To manage the organization's debt portfolio, including bond issuances and bank loans, and ensure compliance with debt covenants and agreements.

Banking and Stakeholder Relations

- To establish and maintain relationships with banking partners and financial institutions.
- To negotiate banking services agreements to optimize cost and efficiency.
- To manage relationships with financial services providers and other relevant stakeholders.

Reporting and Compliance:

- To prepare and present regular reports to senior management and the Board of Directors on treasury performance, liquidity, and risk management.
- To ensure compliance with regulatory reporting requirements.

Other:

- Perform any other duties as assigned by the Managing Director

QUALIFICATIONS:

- Applicants should hold a Master's Degree in Accountancy, Finance, Commerce, Economics, Mathematics or Business Administration. Professional qualifications such as CPA (T), ACCA, ACA, or equivalent from a recognized institution will be advantageous.
- Candidates must also have at least ten years of relevant experience, including a minimum of two years in a managerial role. Certification in Treasury Management or a Certified Treasury Dealer Course is also required.

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Tanzania Agricultural Development Bank Limited is an equal opportunity employer. The Bank does not engage in practices that discriminate against any person employed or seeking employment. In line with our commitment to diverse and inclusive workplace, we encourage applications from women and qualified candidates with disabilities.

Tanzania Agricultural Development Bank Limited fosters the strength and health of its workforce through a competitive benefits package, professional development, policies and programs that support a healthy work/life balance.

Join our workforce to make a positive difference for others – and yourself.

Closing date:

Applications should reach the undersigned no later than **4.00 pm on Friday, 25th of OCT 2024**

NB: If you have not heard from us four weeks after the closing date, consider application unsuccessful.