



Head Office: PSSF Millennium Towers II, Bagamoyo Road  
P.O Box. 9300, Dar es Salaam, Tanzania  
Telephone: +255 22 2162940 Fax: +255 22 2114815  
website: [www.tcbbank.co.tz](http://www.tcbbank.co.tz)  
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## JOB VACANCIES

### **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:	Branch Managers
Department:	Retail and SME Banking
Section:	Branch Network
Reports to:	Manager Branch Network
Location:	Upcountry

### **POSITION OBJECTIVE**

We are seeking for Branch Managers to lead and oversee the operations of our Branches. The ideal candidate will be responsible for driving growth, profitability and customer satisfaction while maintaining operational efficiency.

### **KEY RESPONSIBILITIES**

1. Develop the branch budget and strategy to ensure profitability.
2. Create and pursue sales opportunities to meet targets and exceed customer expectations.
3. Coordinate branch goals with retail officers for annual objectives and sales campaigns.
4. Conduct regular meetings with retail officers, branch staff, and training sessions to ensure branch coordination.

5. Track and evaluate branch objectives to assess progress and performance effectively.
6. Enhance the quality of business relationships with retail clients.
7. Visit customers regularly to maintain loyalty and expand customer base.
8. Offer financial products and services that cater to the unique needs of SMEs, such as business loans, working capital financing, and cash management solutions.
9. Provide expert advice and guidance to SME clients on financial matters, helping them achieve their growth objectives
10. Identify and target Government agencies at the local, regional, and national levels to solicit their banking business.
11. Develop and maintain strong relationships with Government officials, understanding their financial requirements and offering suitable banking solutions.
12. To liaise with the Public and Government officials in the area of operation of the Branch to maintain good public relations and project good image of the bank.
13. Comply with the Policies and standards, Local laws and Regulations, Controls and Procedures of the Bank
14. Identify and mitigate operation and environmental risk inherent in branch service delivery and minimize impact/exposure. Ensure tidiness across the branch premises and clean-desk policy is exercised.
15. Ensure that all branch staff as prescribed in the operating manuals/standard operating procedures (SOPs) adhere to all Operational Procedures.
16. To ensure that the branch is adequately supplied with stationery items and enough cash to meet day-to-day operations. You will also ensure that adequate security is in place with regard to cash and all bank documents/assets.
17. To carry out regular snap checks for cash in tills/strong-rooms, controlled stationery, all suspense accounts and stamp accounts.
18. To compile timely replies to all audit reports and ensure that auditors' recommendations are implemented accordingly.
19. Ensure availability of required stationeries and equipment's.
20. To carry out general administration of the branch.
21. To assess work force and development needs of the branch staff and advice Head office accordingly.
22. Plan and manage staff administration issues for support staff (i.e. local leave, training, Department staff rotation) in consultation with the Chief Manager Branches.

23. Carry out periodic staff evaluations.

24. or higher authorities.

25. Ensure that the Anti Money Laundering requirements are followed as follows:

- a) Take all reasonable steps to verify and identify customers, including performing Quality Assurance on accounts opened, and the general KYC issues/CDD
- b) Retain adequate records of identification, account opening and transactions and ensure timely and properly filling of customer mandates
- c) Make/assist to effective reporting of suspicious transactions
- d) Raise awareness of Money Laundering prevention by training all branch staff.

26. Perform any other duties as may be assigned to you by Supervisor.

### **CONTRIBUTES TO;**

- **Customer retention because of high customer service standards**
- Business growth as evidenced by attaining budget figures on revenue
- Minimization of operational costs thereby improving overall branch profitability
- Enhanced and robust control at the branch.

### **QUALIFICATIONS, SKILLS & EXPERIENCE**

Holder of Bachelor Degree in Banking, Economics, Commerce, Business Administration, Finance or equivalent qualifications from recognized institutions. Must at least eight (8) years working experience in Banking Industry or Financial Institutions, in which at least three years' experience in managing Banking operations, SME and Credit.

### **PERSONAL ATTRIBUTES AND BEHAVIOURAL COMPETENCIES**

- Ability to demonstrate Tanzania Commercial Bank core values:
- Customer Focus, trustworthy, Creativity, Teamwork and Excellence
- Ability to priorities work and to meet deadlines.
- Ability to work quickly, accurately and consistently when under pressure.
- A methodical and well-organized approach to work.
- Mature and able to work in a confidential environment.
- Has sound judgment, common sense and good humor.
- Strong leadership and people management skills.
- Strong skills in managing SME portfolio.
- Prioritize Task.
- Team Player.
- Proven leadership skills (Must have managerial experience in operations. and/or credit.
- Very strong business acumen, with ability to grow business.
- Ability to build effective relationships with all stakeholders
- Self-drive with a results-oriented mindset
- Effective communication and influencing skills, strong analytical skills with high level of attention to details.

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 7<sup>th</sup> November, 2024.**



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## JOB VACANCY -2 POSITIONS

### ABOUT US:

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Position:	Senior Officer II - Agribusiness
Department:	Retail and SME Banking
Reports to:	Principal Officer II - Agribusiness
Location:	Dar es Salaam

### **POSITION OBJECTIVE**

To grow and maintain the Asset portfolio for Agri-Smallholder Farmers, mobilize Agri-retail deposits related to smallholder farmers through retention and new Agri-smallholder's agribusiness acquisition and also collaborate with other departments, and branches to facilitate customer engagement platforms and events with key stakeholders.

Driving Agri-smallholder Assets, income and liability growth, sales activities, through networking and promoting agri-smallholder activities with Relationship branch teams.

### **KEY RESPONSIBILITIES**

1. Take a leading role in driving Agri-smallholder Assets, Income and liability growth, sales activities, through networking and promoting agri-smallholder activities with Relationship Managers/officers and branch teams.

2. Assessing smallholder agribusiness credit applications from branches and recommend for further analytical and approving authorities.
3. Put forward proposals for smallholder Agribusiness development and ensure booking of quality Agribusiness loans.
4. Manage performance of the smallholder farmers Agri portfolio by ensuring that PAR & NPL ratio are reduced and fall within the acceptable risk levels.
5. Monitor smallholder agriculture loan performance to ensure that loan quality adheres to TCB guidelines.
6. Provide high level customer service support and cross selling efforts of TCB Bank products.
7. Work with agribusiness team in all aspects of the development of Agri-smallholder portfolio.
8. In collaboration with Product development team, periodically review and advise the bank on existing and new smallholder products, pricing and ensure the bank prices have a competitive advantage in the market.
9. Update on the Agri-SME development and business potential to grow assets and liabilities portfolio.
10. Prepare periodical and ad hoc reports for Agri SMEs business portfolio as may be required by external and internal stakeholders.
11. Attend any other duties as may be assigned by the Supervisor.

## **QUALIFICATIONS, SKILLS & EXPERIENCE**

Holder of Bachelor Degree in Banking, Economics, Commerce, Business Administration, Finance, agricultural science & farming systems or equivalent qualifications from recognized institutions. Must at least four (4) years working experience in Banking Industry or Financial Institutions, in which at least two years' experience in agribusiness

- counterparties dynamics and related laws in Tanzania.
- Excellent knowledge of banking operations and financial markets in Tanzania.
- Sound knowledge of agribusiness market and general business environments in the agriculture value chains.
- Self-motivated, innovative with ability to initiate and lead change.
- Good customer relationship and sound understanding of other bank's loan products, policies and procedures for cross selling purposes.
- Excellent communication skills, numerical, analytical, report writing and presentation skills.
- Conversant with standard computer applications (MS Excel, Word, Power Point and Access)

- Sound understanding of smallholder farmer's business environments and related Banking products and services in the chains, such as crops, livestock, fishing and forestry).

## **PERSONAL ATTRIBUTES AND BEHAVIOURAL COMPETENCIES**

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Position:	ICT Officer II (Data Centre & Server Administrator)
Department:	Directorate of Operations
Section:	Network & Infrastructure
Reports to:	Manager Network & Infrastructure
Location:	Head Office- Dar es Salaam

### **POSITION OBJECTIVE**

To manage and support Datacenters, Servers, storage, backup, replication and recovery program that adapts to changing business needs while offering key standardized functions across the Bank

### **KEY RESPONSIBILITIES**

1. Install, configure, test, troubleshoot and maintain Server OS and be involved in multiple technical projects.
2. Take an active role in new projects related to Windows and File-Server sharing, data migrations, disaster recovery support.
3. Manage the daily activities of business support for Network Attached Storage (NAS), Direct Attached Storage (DAS) and Storage Attached Network (SAN) including Operational management of CIFS shares and interact with business representatives and their support to accommodate



operational requests.

4. Install, configure, test, maintain and manage the daily activities of business support for Microsoft Exchange Servers.
5. Participate all projects related to storage including new acquisition and upgrade of existing storage infrastructure.
6. Manage and Monitor availability, performance, scalability and security of storage and server's infrastructure.
7. Provide ongoing support of the backup infrastructure.
8. Maintain backup infrastructure for both bare-metal and virtual machines with the appropriate SAN, network, or local storage configurations, using both Original Equipment Manufacturer (OEM) and third-party tools on Unix, Linux and Windows environments.
9. Maintain information security throughout the servers' infrastructure space.
10. Monitor and correct critical backup issues and create recovery processes for failures and performance bottlenecks and configure alerts for proactive response times.
11. Install, configure, test and maintain system management tools, SAN, tape infrastructure and server plugins with the latest hardware and software patch and firmware versions.
12. Ensure the highest levels of systems and infrastructure availability to include verification of the replication of data, fail over copies and redundant data sets.
13. Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes.
14. Participate in the design of information and operational support systems and provide 2nd level support.
15. Ensure technical documentation exists and current for supported environments.

## **QUALIFICATIONS, SKILLS & EXPERIENCE**

Bachelor's Degree in fields like Computer Science, Information Technology, BSC Electronics, and Telecommunication Science or Engineering, Information Security or IT related fields. Must at least (4) years' experience in Banking Industry, Technology Industrial or Financial Institutions.

- IT professional certifications such as VMware Certified Technical Associate (VCTA), ITIL, Linux Administration and Microsoft Administration are highly desired.

- Experience in Virtualization products such as VMware vSphere; Backup products related to Storage Products is highly desired.
- Experience in storage, backup, replication and recovery areas within organizations of a similar scale or equivalent client-service experience in the field is highly desired.
- Basic knowledge on UNIX system Administration will be added advantage.
- Ability to present technical data in a comprehensive, yet clear manner.
- Commanding knowledge in Virtualization, Servers OS, Backup and SAN storage
- Good interpersonal, written, and oral communication skills in English and Swahili.
- Strong Planning and organizing skills.

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