



WE ARE HIRING

Relationship Manager, Corporate Banking (Mwanza)

REPORTING TO:

Regional Manager – Coastal and Lake Zone

RESPONSIBLE FOR:

Bank's Lake Zone CIB portfolio

DEPARTMENT:

Corporate and Institutional Banking

REGION:

Mwanza

HOURS OF WORK

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



Call 0800 780 111 or visit www.eximbank.co.tz



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1. PURPOSE OF JOB:

- The purpose of the role is to build and manage rapport with corporate clients so as to ensure optimum customer acquisition, retention and income generation from sales of all appropriate Assets, Liability and Cash management products of the bank.
- 'Best in Class' Relationship Management with Corporates and Government institutions – 'Strengthening bank's brand in the corporate arena.
- To generate Revenue Pools for the bank through sales, leading to fee-based income & CASA – 'contribution to the bottom line'
- Ensuring delivery of industry-leading customer service, premier on boarding experience and advisory service to new and existing Corporate and Government customers.

2. KEY RESPONSIBILITIES:

- To manage the development of prudently priced assets, cost effective long term liability with reputable companies and organizations in order to ensure Bank's maximum profitability.
- To identify and develop a target pipeline and aggressively market for new profitable status customers from the identified target sectors.
- Manage key customer relationships through regular contacts and visits by ensuring the effective call program is maintained on all assigned and prospect customers.
- Maintain high professional standards and strive to provide quality services and competitive pricing to clients.
- Cultivate good rapport with clients and ensure, the bank becomes the choice for their investment and banking.
- Continuously identify and exploit cross selling opportunities that embed the bank and its products with customer needs.
- Establish quality profit earning customer relationship within the target market.
- Ensure compliance to Know Your Customer (KYC) and Anti Money laundering (AML) requirements in all dealings with existing and potential customers.
- Mentoring junior members of the team.



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3. RISK MANAGEMENT & OPERATIONAL CONTROL:

- Maintain a high standard of operational control including adherence to Risk Management and Compliance guidelines
- Keeping updated with Exim's guidelines for its internal policies and procedures to mitigate financial loss and fraud within the bank
- Gathering information that is needed to prepare and assess credit applications in order to manage customer expectations
- Identifying areas of improvement with internal processes in place
- Report to Management/ Board the status of Business leads, customer complaints, pending issues in respect of the clients

4. INTERACTION WITH OTHERS:

- **Internal:** Internal departments, branches and subsidiaries
- **External:** Customers, industry professionals

5. OTHERS:

- Good people management skills
- Good written and spoken skills in English and Swahili
- Strong credit analysis, documentation and relationship management skills
- Ability to assess customer needs and develop products that suits their needs
- Experience in structured trade finance, syndication and project financing will be an added advantage
- Posses in-depth understanding and knowledge of Corporate Banking Products
- Proven sales experience in a client relationship role within corporate banking
- Ability to work to deadlines with proven time management skills
- Willingness to travel



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6. FINANCIAL RESPONSIBILITIES:

- Manage your resources effectively and within budget

7. INDEPENDENT DECISIONS:

- Set challenging performance and business objectives
- Work to your peoples' strengths and instill in them the passion and commitment to deliver an exceptional service

8. QUALIFICATIONS:

- Bachelor's degree in business studies/economics/accounting or any other related

9. EXPERIENCE AND QUALITIES:

- At least 5 years' experience in the banking Industry and exposure to Retail Banking Business environment

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

NB: Only shortlisted candidates will be contacted

Application deadline: **15th Nov 2024.**



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WE ARE HIRING

Alternative Digital Channels Officer

REPORTING TO:

Head Alternative Channels & Digital Transformation

DEPARTMENT:

Retail

REGION:

Dar Es Salaam

HOURS OF WORK

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



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1. PURPOSE OF JOB:

To implement the bank's alternative channels strategy with a specific focus on cards (Prepaid & Debit), mobile banking and Internet banking in coordination with the branches network to increase registration/adoption and usage.

2. PRINCIPLE ACCOUNTABILITIES :

- Research, analyze, propose, and implement solutions for all three products (Mobile banking, cards & Internet banking by working with product development teams
- Negotiate and maintain cooperation and partnership agreements with service providers, card schemes, and other financial institutions.
- Establish and achieve annual sales and activity targets for all three products in line with the marketing plan.
- Build, maintain, and improve efficient and user-friendly services on all three product platforms (Process Improvement).
- Measure and analyze customer satisfaction feedback by regularly working with the Contact center team on research activity and responding appropriately.
- Responsible for effective enterprise-wide dissemination of knowledge of the three products.
- Managing the service quality within cross-functional departments (delivery time, knowledge, friendliness, efficiency, transparency).
- Prepare, agree and be responsible for all components of the budget for Cards (Prepaid & Debit), Mobile banking & Internet banking.
- Engage with branch network to grow the portfolio, coordinating with partners and driving activation programs for respective card portfolios, mobile banking & internet banking.
- Develop, analyze, and interpret product-related MIS reports and act as appropriate.
- Monitor industry trends and evaluate both financial institutions and non-traditional competitor practices and pricing.
- Ensure that all activities are aligned with Exim's retail strategy and segmentation rules.
- Value management for all three product marketing activities (Acquisition costs, Break Even, Pay Back).
- Managing by standards (process design, reports, P&L, calculations, concepts, etc.).



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5. QUALITIES:

- Professional certificates (Bachelor 's degree or its equivalent in Finance, Business Administration, or related field from a recognized institution).
- At least 3 - 5 years of work experience in the Insurance Industry with a key focus on Alternative Channels.
- Excellent knowledge of insurance products and processes, regulatory requirements as well as the ability to drive business performance and revenues.
- Good understanding of customer segmentation and needs as well as an in-depth knowledge of distribution channel strategies.
- Visible excellent communication (written and verbal) and negotiation skills.
- Demonstrated integrity and ethical standards.

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WE ARE

HIRING

Asst. Manager Medical and Life

REPORTING TO:

Manager Life and Medical

DEPARTMENT:

Bancassurance, Retail Banking

REGION:

Dar Es Salaam

HOURS OF WORK

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



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1. PURPOSE OF JOB:

As a Medical and Life Insurance Underwriter, you will play a crucial role in assessing and evaluating insurance applications related to medical and life coverage. You will analyze various factors to determine the level of risk associated with insuring individuals or groups for medical and life expenses. Your expertise will contribute to maintaining a profitable and sustainable medical and life insurance portfolio while ensuring compliance with regulatory requirements.

2. PRINCIPLE ACCOUNTABILITIES:

- To evaluate medical and life insurance applications and determine the level of risk involved, considering factors such as customer history, pre-existing conditions, age, and lifestyle habits.
- Develop and implement underwriting strategies and guidelines for medical and life insurance products, ensuring alignment with company objectives, risk appetite, and regulatory requirements.
- Lead and manage a team of underwriters, providing guidance, training, and performance feedback to ensure high levels of productivity, accuracy, and professionalism.
- Determine the terms and conditions of insurance policies based on underwriting assessments and company guidelines. Issue policies to approved applicants and ensure accurate documentation of coverage details.
- Calculate insurance premiums based on risk assessment findings, market trends, and actuarial data. Ensure that premium rates are competitive while maintaining profitability for the insurance company.
- Review policy renewals and endorsements to assess changes in risk factors and adjust coverage terms or premiums as necessary. Communicate renewal options to policyholders and guide policy modifications.
- Communicate with policyholders, insurance companies, and healthcare providers to address inquiries, guide coverage options, and resolve underwriting-related issues in a timely and professional manner.
- Ensure compliance with regulatory requirements, industry standards, and company policies in all underwriting activities. Stay updated on changes in healthcare regulations and underwriting best practices.
- Identify emerging trends and patterns in insurance claims and underwriting data. Collaborate with risk management teams to develop strategies for mitigating risks and optimizing the performance of the medical and life insurance portfolio.
- Conduct quality reviews of underwriting decisions and documentation to ensure accuracy, consistency, and adherence to underwriting guidelines and standards.



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- Monitor market trends, competitor activities, and industry developments related to medical and life insurance underwriting. Analyze data and insights to identify opportunities for portfolio optimization and growth.
- Ensure timeliness of quotations, invoicing, timely dispatch, and tracking of documents to the Branches and the respective customers.
- Participate in formulating and implementing any marketing activities and promotions.
- Track key performance indicators (KPIs) for underwriting operations, such as approval rates, turnaround times, and loss ratios. Develop strategies to improve efficiency, accuracy, and profitability.
- Prepare regular and ad-hoc reports, dashboards, and presentations to communicate performance trends, findings, and recommendations to management and stakeholders for the medical and life segments.

3. QUALIFICATION AND EXPERIENCE REQUIRED:

- Professional certificates (Bachelor 's degree or its equivalent in insurance, bank, risk management, law, actuarial science, finance, Business Administration, or related field from a recognized institution).
- At least 5 years of work experience in the Insurance Industry with a key focus on Operations, Underwriting, and Claims.
- Excellent knowledge of insurance products and processes, regulatory requirements as well as the ability to drive business performance and revenues.
- Good understanding of customer segmentation and needs as well as an in-depth knowledge of distribution channel strategies.
- Visible excellent communication (written and verbal) and negotiation skills.
- Demonstrated integrity and ethical standards.

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