



JOB TITLE: Digital Banking officer

remote type: Hybrid

locations: Head Office NBC

time type: Full time

time left to apply: End Date: November 25, 2024 (9 days left to apply)

job requisition id: R-15969009

NBC is the oldest serving bank in Tanzania with over five decades of experience. We offer a range of retail, business, corporate and investment banking, wealth management products and services.

Job Summary

To take full responsibility for the successful delivery of customer after Sales support of Corporate digital solutions provided to Corporate clients. Digital Banking Officer specialist will ensure customers are timely onboarded on Corporate digital channels, trained on new features, attended on all digital channels queries, provide on and offsite support to drive adoption of digital channels

Job Description

Accountability: -35%

Client on Boarding on Digital Channels

- Analyze client needs for Digital Channel onboarding and provide guidance to customer on the appropriate documentation and process to be followed.

- Timely onboarding of Corporate customer on digital solutions, at a minimum assisting client to complete onboarding procedures, initiate internal process to onboard client, follow through and provide feedback to customer on status of onboarding.
- Understand client onboarding Digital channel requirements and translate them to system configurations
- Access on boarding systems for corporate digital channels and initiate client configuration as per client mandate and transactions rules
- Reach out to customers to source additional information to complete client set up
- Follow through approval of client configuration to ensure that the onboarding process is completed in timely fashion.
- Provide necessary updates of status of the process to client during the entire onboarding process
- Provide necessary update to coverage and cash partners to the status of the client onboarding process.

Accountability: -35%

Client After sales Supports

- Analyze client training needs on digital platforms during onboarding process and when new feature introduced to digital platform and draw a plan to train customer
- Conduct on and off sight trainings to corporate customers on digital solutions to ensure thoroughly understanding of customer teams and internal teams is achieved and keep a record of the training
- Respond to customer queries regarding transactions originating from digital banking platforms
- Resolve customer queries on digital platforms functionalities
- Support initiatives to activation and usage of Digital banking solutions
-

Accountability: -10%

Strategic Goals

- Assist Transactional services manager to deliver the Pan-Africa transactional banking strategy in NBC
- Proactively support implementation of the cash management initiatives and customer solutions to ensure minimal impact to customer service disruption
- Participate on new digital platform projects to build knowledge and skills necessary to support customers on new platforms

Accountability: -20%

Risk and Compliance

- Maintain proper Governance and controls relating to transactional services product deliveries, which are compliant with Group, Company and Regulatory directives/guidelines.
- Understand thoroughly Transactional Governance in place and ensure deliverables follow the governance
- Understand thoroughly customer service deliverables follow the Governance to handle customer issues

Qualifications

Business Improvement Orientation (Meets some of the requirements and would need further development), Digital familiarity (Meets all of the requirements), Enabling team success (Meets some of the requirements and would need further development), Experience in a similar environment, Higher Diplomas - Business, Commerce and Management Studies, Openness to change (Meets some of the requirements and would need further development), Operational administration (Meets some of the requirements and would need further development), Product and/or Service Knowledge (Meets some of the requirements and would need further development), Quality orientation (Meets some of the requirements and would need further development)

APPLY HERE