

WE ARE HIRING



**Relationship
Officer**

**Reporting to:
Relationship
manager**



**Dar es Salaam,
Tanzania**

APPLY NOW

Ecobank Tanzania Limited
Human Resources

**A BETTER WAY
A BETTER AFRICA**

Job Summary:

To grow branch customer base in account numbers, deposits and assets and manage respective relationship at branch level.

Key Responsibilities

- To identify prospective commercial customers (Local Corporates, Small and Medium Enterprises) and/or not for profit organizations (NGOs) for prepaid cards sales.
- Manage client relationships to achieve the set sales targets and wallet share and ensure sustained business growth and profitability in the assigned customer segment.
- To sell, cross/upsell and deliver excellent sales and service of the bank's products and services whilst building long term profitable customer relationships.
- To provide assistance and support business Units in order to grow the relationships, business and revenue in a profitable and cost effective manner.
- To understand client needs and objectives and identify opportunities for all business unit's client in addressing or escalating problems and challenges relating to sustainable growth and profitability.

Qualification & Experience:

Educational Background: Bachelor's degree / Master's business related fields of study or equivalents.

At least 5 years sales & products experience with good knowledge on banking products and operations.

Application Instructions:

If you are interested and meet the selection criteria, please submit your Curriculum Vitae by **March 10th, 2025** to **ETZ-RECRUITMENT@ecobank.com**.

Please note that only shortlisted candidates will be contacted.

Ecobank Tanzania Limited
Human Resources

Ecobank
The Pan African Bank

Ecobank
The Pan African Bank

**WE ARE
HIRING**



**Relationship Manager
- Premier Banking**

**Reporting to:
Head Consumer
Banking**



**Dar es Salaam,
Tanzania**

APPLY NOW

Ecobank Tanzania Limited
Human Resources

**A BETTER WAY
A BETTER AFRICA**

Job Summary:

Overall, growth, retention and execution of the premier banking offering, related initiatives and activities aimed at creating value for the client and the bank.

Key Responsibilities**Business Performance:**

- Maximize bank profitability and ensure value add to customers through cross-selling specifically focusing on wealth and lending opportunities
- Identify new business opportunities and expands opportunities across existing client base, to achieve defined financial budgets, through optimal growth of assets and liabilities, transactional, margin management and revenue streams in line with agreed targets.
- Achieve product sales targets of the business, deliver deposit, loans, revenue, customer service and efficiency targets and identify and rectify revenue leakage for own portfolio

Relationship Management & Customer Service:

- Ensure a deep understanding of the client requirements through regular value-adding interactions with clients.
- Raise, manage and follow up on queries to ensure the client is provided with constant feedback and that queries are resolved within agreed SLAs.
- Ensure high customer satisfaction as measured and monitored through customer feedback surveys and Net Promoter Scores (NPS)

Leadership and people management:

- Share knowledge and best practice
- Provide feedback to various supporting units

Process, Controls and Operation Performance:

- Ensure compliance with operations risk.
- Complies with branch layout standards, KYC, operating & risk policies and procedures.

Strategic Initiatives:

- Expanding approved market reach.

Qualification & Experience:

- **Educational Background:** Bachelor's or master's degree Banking or Business Administration, Economics, Finance, or other related fields of study.
- **Professional Experience:** At least 5 years of experience in relationship management and branch operations.

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**WE ARE
HIRING**



**Relationship
Manager Public Sector**

Reporting to:
Head Commercial
Banking



**Dar es Salaam,
Tanzania**

APPLY NOW

Ecobank Tanzania Limited
Human Resources

**A BETTER WAY
A BETTER AFRICA**

Job Summary:

Driving and grow the Public Sector business within the Commercial banking business.

Key Responsibilities**Business Performance:**

- Develop and implement business strategies and plans to achieve leadership economics across the Public Sector segment
- Seek cross-sell opportunity in all relationships and collaborate with other Units of the bank to ensure end-to-end banking of all existing Commercial Banking customer portfolio and other support Units driving value chain spin-offs.
- Breaking new grounds and sign-on/management of new Commercial Banking relationships new customer acquisition in line with set budgets

Relationship Management & Customer Service:

- Handle client queries of day-to-day nature and assist in resolving client's problems

People Management

- Build and develop a high performing team by driving performance development and coaching to achieve productivity and efficiency

Process, Controls and Operation Performance:

- Ensure full adherence to Operational Risk and Compliance guidelines e.g., KYC and anti-money laundering measures.

Strategic Initiatives:

- Lead strategic initiatives that will create business growth

Qualification & Experience:

- Educational Background: Bachelor's or master's degree Banking or Business Administration, Economics, Finance, or other related fields of study.
- Professional Experience: Minimum 7 years' experience in Relationship Management with at least 5 years in public sector.

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