



## **JOB TITLE: Manager, Branch**

Job Overview

Business Segment: Personal & Private Banking

Location: TZ, Kilimanjaro Region, Moshi Urban, Boma Road

Job Type: Full-time

Job Ref ID: 80407260A-0001

### **Job Description**

We are seeking a dynamic and experienced Branch Manager to lead our Branch in Moshi. As the Manager of our Moshi branch, you will be responsible for overseeing all aspects of branch operations, driving business growth, and ensuring exceptional customer service while maintaining compliance with banking regulations.

- Develop and implement strategies to achieve branch performance targets and business growth objectives
- Lead, motivate, and mentor a team of banking professionals to deliver high-quality customer service
- Manage the branch's financial performance, including budgeting, forecasting, and expense control
- Identify and pursue new business opportunities within the local market
- Ensure compliance with all banking regulations, policies, and procedures
- Oversee risk management practices and maintain the security of branch operations
- Build and maintain strong relationships with key customers and community stakeholders

- Collaborate with other departments to implement new products, services, and initiatives
- Analyze branch performance data and prepare reports for senior management
- Address and resolve complex customer issues and complaints

## **Qualifications**

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- Bachelor's degree in Business Administration, Finance, or a related field
- Prior experience in Business Banking /Business Development roles will be added advantage
- Minimum of 5 years of experience in banking or financial services, with at least 3 years in a managerial role
- Proven track record of successfully leading and developing high-performing teams
- Strong financial acumen and experience in managing branch profitability
- Excellent communication and interpersonal skills, with the ability to build relationships at all levels
- Demonstrated ability to make sound decisions and solve complex problems
- In-depth knowledge of banking regulations, compliance requirements, and risk management practices
- Proficiency in Microsoft Office and banking software systems
- Strong analytical skills and attention to detail
- Ability to work in a fast-paced environment and adapt to changing priorities
- Fluency in English and Swahili (preferred)
- Banking certifications are a plus

## **Additional Information**

### **Behavioural Competencies:**

- Adopting Practical Approaches
- Articulating Information
- Challenging Ideas
- Convincing People
- Exploring Possibilities
- Following Procedures
- Generating Ideas
- Making Decisions
- Producing Output
- Providing Insights
- Showing Composure
- Understanding People

**Technical Competencies:**

- Application & Submission Verification (Consumer Banking)
- Banking Process & Procedures
- Client Acceptance & Review
- Client Knowledge
- Processing
- Product Knowledge (Consumer Banking)

**APPLY HERE**