

Job Description

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Job Title Job Location Category

Branch Manager Arusha Business Development

Job TypeJob levelIndustryFull TimeManagerBanking

Open to Expatriates

Only Open to Tanzanian Nationals

Minimum Requirements

 Min Budget
 Max Budget
 Primary Industry

 Banking: 5 Years

Secondary Industry Primary Category Secondary Category

- Business Development: 5 Years -

Certificate Qualification

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Summary

The Branch Manager will be responsible for supervising and managing the Arusha branch. They will oversee financial reporting, hire and train staff, and grow branch revenue

Responsibilities

Business Growth:

- Ensure business growth through marketing of bank products; build and maintain existing and new customer relationships to achieve annual business targets
- Monitor performance of branch in achieving its overall business target
- Set targets for the branch business team and monitor performance to ensure the Branch achieves its overall business targets
- · Manage branch's liability portfolio and cross selling
- Provide recommendations in the development of new products as well market for the new product's up take

Customer Service:

- Ensure customer retention by enhancing customer service at the branch level e.g. monitoring of customers' complaints and transactions, meeting with high net worth clients regularly and maintain personalized relations
- Respond to Customer related queries as they arise

Operations:

- Manage branch's liability portfolio through pushing for growth of low cost accounts and cross selling
- . Assist in the development of new products as well as push for the new product's up take

Compliance:

• Ensure that branch business practices are compliant to relevant banking laws and regulations, systems and procedures

Reporting:

• Ensure timely submission of reports such as periodic business, call reports and surprise check reports etc.

Administration:

- Implement board/management directives for the branch in an effective and timely manner
- Overall in charge of staff within department including leave management, training, coaching and mentoring for the business staff
- Support the Head of Retail Banking in preparing branch business related budget by providing inputs
- · Attend to audit queries related to Branch business
- · Liaise with respective departments in the bank for efficient and effective administration of the branch
- · Liaise with other branches and head office as issues arises
- · Perform any other duties as may be assigned by the immediate supervisor from time to time

Education & Qualifications

· Bachelor's Degree in business management, marketing, economics, accounting, finance or any other related field

Requirements

. A minimum of 5 years of working experience at branch management level

Driving Licence

Not Required

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