



Job Description

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|------------------------------------|-------------------------------|---|
| Job Title Branch Manager | Job Location Arusha | Category Business Development |
| Job Type Full Time | Job level Manager | Industry Banking |

Open to Expatriates
Only Open to Tanzanian Nationals

Minimum Requirements

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|--------------------------------|--|---|
| Min Budget - | Max Budget - | Primary Industry Banking: 5 Years |
| Secondary Industry - | Primary Category Business Development: 5 Years | Secondary Category - |
| Certificate - | Qualification - | |

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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