



Job Description

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Job Title Branch Manager	Job Location Dar es Salaam	Category Branch Management & Operations
Job Type Full Time	Job level Manager	Industry Banking

Open to Expatriates
Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Banking: 6 Years
Secondary Industry -	Primary Category Branch Management & Operations: 3 Years	Secondary Category -
Certificate -	Qualification -	

Summary

In charge of customer retention, branch productivity; enhancing customer service and loyalty; and generating growth through effective customer relationship management and sales, to achieve the branch's business target.

Responsibilities

Business Growth:

- Ensure business growth through the marketing of bank products; build and maintain existing and new customer relationships to achieve annual business targets
- Monitor the performance of the 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 the branch's liability portfolio and cross-selling
- Effectively drive branch sales taking into account quality acquisition of the customer and complying with the bank's laid-down procedures and KYC
- Provide recommendations in the development of new products as well market for the new product's uptake

Customer Service:

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

Operations:

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

Compliance:

- Ensure that branch business practices are compliant with relevant banking laws and regulations, systems, and procedures

Reporting:

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

Risk Management:

- Coordinate the review of branch risk control self-assessments (RCSA) in liaison with Branch Operations Manager
- Develop, update, and maintain risk procedures and systems with respect to risk identification, risk assessment, risk monitoring, risk mitigation strategies, and risk reporting
- Ensure all required displays are in place such as relevant business permits, licenses, Tariffs, etc.
- Ensure effective adoption and utilization of risk management tools
- Drive remediation of risk management exceptions identified during audit or risk reviews
- Promote risk management culture

Administration:

- Implement board/management directives for the branch in an effective and timely manner
- Overall in charge of staff within the department including leave management, training, coaching, and mentoring for the business staff
- Support the Head of Business Development in preparing the branch business-related budget by providing inputs
- Attend to audit queries related to Branch business
- Liaise with respective departments in the bank for the efficient and effective administration of the branch
- Liaise with other branches and head office as issues arise
- 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 3 years of working experience at Branch Manager level

Characteristics

- Business development
- Marketing skills
- Analytical skills
- Leadership skills
- Communication skills
- Interpersonal skills
- Problem-solving skills

Reporting To

Head of Distribution

Driving Licence

Not Required

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