



Job Description

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Job Title Branch Manager - Arusha	Job Location Arusha	Category Sales
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 Sales: 4 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, in order to achieve the branch's business target

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
- Effective drive branch sales taking into account quality acquisition of the customer and comply to the bank's laid-down procedures and KYC
- 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

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 as Branch Manager

Characteristics

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

Reporting To

- Head of Retail

Driving Licence

Not Required

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