



Job Description

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Job Title Branch Manager (Mtwara)	Job Location Mtwara	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: 5 Years
Secondary Industry -	Primary Category Branch Management & Operations: 5 Years	Secondary Category -
Certificate -	Qualification -	

Summary

- Ensuring overall Branch Management; staff management, business growth and development, operational excellence
- Develop and implement business strategies to deliver performance and growth targets and Maintain good business environment.

Responsibilities

- Prepare the branch budget and strategy and ensure profitability
- Establish and develop sales strategy to achieve targets and meet customers' expectations
- Organizing the branch objectives in liaison with the retail officers in regard to annual objectives and sales campaigns
- Ensure Branch coordination; weekly and monthly meetings with retail officers, Branch meetings and training of branch staff
- Implement, monitor and analyses the achievements of the branch objectives.
- Build and improve the quality of business and retail clients
- Make regular customer visits to retain existing customers and to build loyalty
- Promote new business by selling banks products to new clients

- Prepare and analyze credit applications for presentation to credit department.
- Review all branch reports and oversee daily operations of all areas of the branch
- Review daily and weekly business monitoring reports and communicate to necessary authorities
- Manage and monitor team workflow at the branch in line with set targets
- Ensure service delivery standards are maintained in the branch
- Ensure branch staff comply with statutory regulations and bank internal procedures
- Be involved in corporate social responsibility to improve visibility for the bank
- Monitoring the overstepping reports and advising accordingly
- Monitoring of commercial risk and debt collection
- Manage term deposits
- Monitors and analyses with Sales Coordination Unit the quantitative and qualitative achievements of the branch targets
- Implement business plans prepared in collaboration with the sales coordination structure to ensure achievement of objectives
- Ensures achievement of branch profitability
- Any duty as may be assigned by a supervisor and or Head of Retail

Education & Qualifications

- An Advanced Diploma/Degree in either Commerce, Finance or Marketing
- A minimum of 4 years' experience in Banking Operations
- A good understanding of Banking Operations and Products
- Knowledge of Microsoft Excel Products
- Excellent interpersonal and communication skills
- Conflict resolution skills
- Negotiation and influencing skills
- Team player and strong leadership and management skill
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Requirements

- Knowledge of banking
- Knowledge of market practice
- Excellent analytical and interpretational skills
- People management skills
- Budgeting skills
- Excellent planning, organization and execution skills
- Positive and flexible attitude towards change and competition
- Computer literacy and familiarity with standard office computer applications
- Strong problem solving and decision making skills

Reporting To

- Head of Retail Banking

Driving Licence

Not Required

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