

# **Job Description**

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Job Title Job Location Category

Branch Manager (Mtwara) Mtwara Branch Management & Operations

Job TypeJob levelIndustryFull TimeManagerBanking

Open to Expatriates

Only Open to Tanzanian Nationals

**Minimum Requirements** 

Min Budget Max Budget Primary Industry
- - Banking: 5 Years

Primary Category

Secondary Industry

Branch Management & Operations: 5

Secondary Category

Years

Certificate Qualification

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### **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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