



Job Description

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Job Title DCB Chief Manager: Commercial	Job Location Dar es Salaam	Category Commercial Management
Job Type Full Time	Job level Director / CXO	Industry Banking
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Banking: 10 Years
Secondary Industry -	Primary Category Commercial Management: 8 Years	Secondary Category -
Certificate -	Qualification -	

Summary

Purpose of Role

To provide leadership to the branch network, SME business, community, Personal banking, alternative channels and delivering excellent customer service

Responsibilities

Leadership Responsibilities

The Chief will lead the Commercial team hence is expected to demonstrate leadership in line with the values of the Bank.

Financial Responsibilities

Responsible to prepare and manage departmental budgets.

Duties & Accountabilities

- Develop the Commercial business strategy, budget and marketing plans in line with overall banking approved strategic plan.
- Ensure smooth execution of the agreed commercial specific strategies in order to accelerate business growth and profitability.
- Execute the commercial strategic plan ensuring alignment to customer demand and create a market leading Commercial competitor advantage.
- Provide clear direction for Commercial sales and services business objectives, translating and prioritizing them into business performance measures.
- Resource, develop and maintain a highly motivated commercial team committed to achieving success through team work and collaboration.
- Champion the required cultural change needed to reinforce consistent sales, customer service and operational excellence disciplines and ways of working across the branch network.
- Effectively manage and direct all commercial banking business units with the objective of achieving annual sales, financial targets as incorporated in banking commercial strategy.
- Keep abreast of market dynamics, identify changes, risks, opportunities and act on them accordingly.
- Take ultimate accountability for the management sales support and business development services.
- Promote and maintain the highest standard of quality customer services in all banking customers' channels to enhance and maximize revenue generation ahead competition.
- Drive service excellence across the branch network, by planning, monitoring and managing the implementation and continuous enforcement of all SLAs and service standards and service.
- Maintain a close monitoring of customer service trends and customer satisfaction levels in the branch network by commissioning regular customer surveys and mystery shopper events to identify weakness and area of strength and act on them accordingly.
- Perform any other related duties assigned by the Managing Director

Education & Qualifications

- A Bachelors degree from a recognised University

Requirements

- 12 year's relevant experience, 5 of which should be in a managerial level.
- Excellent communication, sales and negotiation skills
- Proven experience in building high performing collaborative teams
- Strong financial management skills

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Reporting To

Managing Director

Driving Licence

Not Required

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