



Job Description

9th Floor Tanzanite Park, Victoria, Dar es Salaam, Tanzania | +255 758 778 886 | info@empower.co.tz

Job Title Head of Retail	Job Location Dar es Salaam	Category -
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: 9 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

An international bank is currently looking for Head Of Retail Banking. For more information view job.

Responsibilities

- Develop, execute and manage retail strategy and tactical business plan, taking into account the market opportunity/growth potential, competitor activity, existing capabilities and risk appetite;
- Agree target market selection and customer propositions within the strategy;
 - Devise and agree product and sales mix;
 - Define measurable business growth objectives, management processes and measures;
 - Define and develop a service-based sales culture; and
 - Develop the business cases and the analysis of Tanzania's potential, including the physical network and self-service channels
 - Grow business in service outlets, agents, partners
 - Develop and ensure the Bank's policies and procedures are adhered to and reviewed as appropriate.
 - Develop and review existing policies, operational systems, procedures and ensure strong internal controls and orderly operations.
 - Improve customer service on a continuous basis by reengineering procedures and processes and carrying out customer satisfaction surveys.
 - Develop and document work plans for all divisions/units within the Banking Services department and ensure timely implementation and evaluation of the plans and projects.
 - Ensure all support systems and infrastructures are maintained and are being utilized optimally.
 - Identify all operational and other risks in the Department and ensure they are mitigated.
 - Identify training needs for staff in banking units and ensure continuous training to enhance productivity.
 - Implementing effective customer retention and loyalty programs.
 - Develop strong motivated teams and continuously counsel, mentor and offer guidance

Education & Qualifications

- Undergraduate degree; A Master's degree/professional qualifications will be an added advantage;

Requirements

-8 Years' Experience in banking;
Business Development and Customer service skills;

Driving Licence

Not Required

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