

# **Job Description**

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<b>Job Title</b> Relationship Manager - Zanzibar	Job Location Zanzibar City	<b>Category</b> Sales
Job Type	Job level	Industry
Full Time	Manager	Banking
Open to Expatriates		

Only Open to Tanzanian Nationals

# **Minimum Requirements**

Min Budget -	Max Budget -	Primary Industry Banking: 5 Years
Secondary Industry	Primary Category Sales: 3 Years	Secondary Category
Certificate	Qualification	
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#### Summary

Relationship Manager – Business Development shall be responsible for coordinating activities of the unit by leading the team on sales and business development that ensure growth of customer base, CASA and Term deposits, high quality loan NPL, improvement of loan portfolio and growth of NFIs, cross selling of bank products and maintain good relationship with clients in line with KPIs.

# Responsibilities

- Identify and negotiate business opportunities that will grow business of the branch in line with annual business targets and Bank strategy
- Develop and implement an annual business plan and sales strategy that will contribute to the overall business plan of the branch as well as Bank strategy.
- Ensure growth of CASA deposit and contribute by 70% of the total branch deposits.
- Ensure growth of a quality loan portfolio across all customer segment and business sectors and generate profit in line with business targets.
- · Ensure growth of customer base and actively operate their bank accounts
- Ensure recruitment of Agents and Super agents in line to the Branch targets and growth of number of transactions
- Recruit Merchants, monitor performances of all POS in the area to ensure attainment of unit targets in line with branch objectives and goals.
- Ensure customers are on boarded on the platforms and growth of number of transaction increases to reduce traffic at the branch and grow NFIs
- Ensure growth on NFIs by cross selling trade finance products, increase transactional banking services, insurance and other products and services that will generate NFIs
- Cross selling Bank products and ensure product usage per customer is enhanced to at least 8 products per customer
- Ensure number of dormant accounts is substantially reduced to very minimal at least 15% of the total branch customers
- Manage and enhance existing business relationships within the portfolio to ensure the retention of customers in line with business needs
- Review own and other loan portfolios and recommend appropriate interventions to ensure it performs in line with approved performance indicators and targets.
- Liaise with all stakeholders for example, clients, government institutions and other financial institutions to ensure that the Banks interests are properly represented and safeguarded.
- Supervise, provide appropriate guidance and mentor Relationship Officers to ensure on boarding of good and quality business and adherence to all Bank policy and procedures including compliance to KYC and Money Laundering Policies
- Going out to meet and interact with current segmented clients of Bank as an awareness drive to build confidence in the new

ventures with the aim of maintaining them and winning their loyalty

- Provide timely reports, recommendations and feedback to immediate supervisors and top management on developments and progress of the business
- Liaise and coordinate activities with the Commercial Department and other stakeholders at Head Office
- Advise the BGDM on all branch matters concerning growth of branch business and people management.
- Participate in the preparation of the branch budget and Annual Plan
- Carry out any other related duties as may be assigned by the BGDM that will be relevant to the Bank business
- Collect and prepare market intelligence information, on corporate and retail products and services to ensure business growth of the segment in line with branch goals

#### **Education & Qualifications**

• At least 3 years in similar role

#### **Requirements**

Bachelor degree from a Reputable organisation

# **Reporting To**

Business Growth & Development Manager

# **Driving Licence**

Not Required

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