empower

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Job Description

Job Title
Relationship Manager Privilege - Head Office

Job Location
Dar es Salaam

Category
-

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: 4 Years

Secondary Industry
-

Primary Category
-

Secondary Category
-

Certificate
-

Qualification
-

Summary

- To develop and grow privilege proposition by growing the customer base through targeted sales efforts and the delivery of impeccable service.
- Attract new business by being responsible for leading the sales function and grow Privilege segment through the network and grow the deposit portfolio in line with agreed targets. Privilege Relationship Manager shall report to the Head of Affluent Banking.

Responsibilities

Sales 35%

- Conduct a detailed need analysis for all potential clients being Manufacturing, industries, companies, government entities etc. to determine which product will suit their needs.
- Manage own calling programme including identifying companies to on boards for salary scheme in a particular month and setting up meeting. Obtain advise from Head of Affluent where required.
- On a monthly basis, compile a report on calling programmes for the month and the sales progress against the targets as agree. Present the report to the Head of Affluent.
- Based on proactive sales or leads referred from other sources like CIB & BB existing portfolios, ensure close of the business by acquiring the salary scheme\payroll processing.
- Achieve agreed sales target for customers (upgrades and new to bank), new accounts, assets and liabilities and any other products as may be assigned.
- Ensure proactive selling of alternative delivery channels (internet banking, insurance products, etc.) to all clients.
- Increase product penetration for existing customer base by reviewing their portfolio to determine potential cross sells and pro-actively recommend new products to customers
- Prepare and analyse financials reports for branches.

Customer Experience 25%

- Monitor operational delivery of customer requirements, summaries systemic failures and raise to the Head of Affluent for further follow-up at EXCO level.
- Log complaints and action general queries, track the resolution and respond to clients within a reasonable time.
- Always provide quality and professional service and support to customers. (world class customer service).

Compliance and Risk Management 10%

- Ensure that processes, control requirements and risk management frameworks that have been designed for the area are understood by all members of the team.
- During scheduled audits and management assurance reviews, ensure that all information required by the auditors are provided timeously.
- Monitor compliance training undertaken by team members and ensure that they complete the required training within prescribed timelines.
- Review the portfolio from a compliance perspective on a monthly basis and ensure that all documentation required for all clients including those related to KYC, AML and SANCTIONS are up to date.

Business Management. 30%

- Drive customer engagement activities in the network.
- Based on gaps identified, motivate requests to the manager for additional resources including people, budget and equipment.
- Obtain a thorough understanding of the business unit's strategy and explain it to branch Network in such a way that they understand the contribution they to make.
- Conduct basic statistical analysis to track performance variances and determine the root causes of errors. Make recommendations for productivity or process enhancements to process owners.
- Implement productivity improvement measures by coaching staff on any new processes or on their areas for improvement.
- Prepare various reports and business proposals for management approval

Education & Qualifications

- Bachelor's degree in business administration/ its equivalent
- Broad knowledge of banking practice (Product knowledge) and bank regulations

Requirements

- 4 years banking experience, 2 Years as an RM.

Characteristics

- Strong Customer Service management
- Communication skills verbal and written.
- Listening skills
- Financial Management and analytical skills
- Bank Products awareness
- Selling and negotiation skills
- Awareness of BOT Regulation
- Risk Management
- Credit risk
- Operation risk
- Market risk

Driving Licence

Not Required

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