



Job Description

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Job Title Senior FX Branch Cashier	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Senior Manager	Industry Banking
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Banking: 5 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

An excellent communicator to run a profitable bureau de change branch in line with the company's standards, philosophies and operational systems. The Senior Branch Cashier is responsible for the overall performance of the Company's branch.

Responsibilities

Grow sales and profitability of the store, as measured by:

- Monthly sales and profit growth
- Customer retention and relationship management
- Following internal selling model to maximize initial sale and generate future sales
- Optimize the customer experience
- Embrace digital mindset – encourage customers to add social media posts, reviews and ratings
- Effectively train, coach, develop joining team members
- Maintain a safe, secure and complaint working environment measured by:
 - o KYC Error Rate
 - o Spot checks
 - o Identify and escalate OHS/maintenance issues
- Provide outstanding and professional customer service
- Adhere to anti-money laundering (AML) regulations

Education & Qualifications

- Retail, cash handling and/or banking experience of 5-years (preferably in a bureau de change)
- High school diploma
- Knowledge of all major foreign currencies
- Excellent math and numeric skills
- Proficient in Microsoft Office – Outlook and Excel

Requirements

Having retail, cash handling and/or banking experience, the candidate must also possess a highly organised approach to priorities work on multiple tasks, demonstrating time management skills to meet daily operational and compliance deadlines.

Characteristics

Act with honesty and integrity to create high trust relationships with all customers

- Overcome customer objections and maintain professionalism
- Set goals and deadlines on weekly and monthly basis and achieve those goals
- Inspire and motivate team members to achieve their sales and personal results by assisting them in their day-to-day execution
- Foster an environment for success
- Maintain transactions records, balance cash drawer daily and prepare end of day reports
- Lead by example in behaviour, attitude and sales performance
- Maintain a high level of professionalism and positive team environment
- Ensure routine activities maintain a high level of accuracy and detail

Reporting To

Head of Accounts

Driving Licence

Not Required

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